

PRACTICAL CHECKLIST

The Time-Critical Shipping Order Checklist

Every field FlashGL needs before you call — so your quote comes back in 10 minutes and your shipment makes the next available flight.

• Service Guide • FlashGL • 2026

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Most delays in time-critical shipping happen before the courier is ever booked. They happen during the first phone call, when someone has to walk to the warehouse to measure a crate, or chase finance to find out who signs off on the spend.

This checklist closes that gap. Work through it once, keep it filled in, and you can hand a complete shipment profile to a coordinator in a single message. FlashGL responds with a flight plan and a quote in **10 minutes**. For AOG, mobilisation starts within **15 minutes** of your call, 24/7.

Print this page. Pin it next to the phone your team actually reaches for at 2 a.m.

| What you are buying: our response commitments

10 min Quote response, all services	15 min AOG mobilisation, 24/7/365	6–24 h OBC door-to-door	24–48 h NFO door-to-door
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| 1. Shipment basics

Answer these first. They decide whether the move goes out as OBC, NFO, or charter.

- ☐ Commodity description in plain language — what the item actually is, not just the part number
- ☐ Part number and serial number, and whether a substitute part is acceptable
- ☐ Number of pieces: cartons, crates, or containers, counted
- ☐ Actual weight of each piece, and total gross weight
- ☐ Dimensions of each piece: length × width × height, in centimetres
- ☐ Declared value, for customs and for insurance
- ☐ HS code, if you already have it — we classify it for you if not
- ☐ Dangerous goods? If yes: UN number, class, packing group, and safety data sheet
- ☐ Temperature requirement: ambient, 2–8°C, 15–25°C, or frozen
- ☐ Is the item ESD-sensitive, shock-sensitive, or otherwise fragile?

| 2. Pickup information

Minutes lost at origin are minutes you never get back.

- ☐ Full pickup address, including building, dock, or gate number
- ☐ On-site contact name and mobile — someone who answers after hours

- ☐ Earliest time the shipment will genuinely be ready for collection
- ☐ Latest time pickup must happen to make your target flight
- ☐ Loading conditions: dock height, forklift, pallet jack, or stairs only
- ☐ Site access procedure: badge, escort, vehicle registration, expected waiting time
- ☐ Whether packaging is already done, or the courier must bring materials
- ☐ A photo of the packed item sent in advance — it speeds up routing and clearance
- ☐ Any export licence or permit that must be shown at the point of collection

3. Destination and delivery

The last two hours are where handoffs fail. Be specific.

- ☐ Full delivery address, including building, floor, or dock
- ☐ Receiver name, mobile number, and email
- ☐ Local time zone and the receiver's actual working hours
- ☐ Delivery deadline stated in destination local time
- ☐ What kind of site is it: airport apron, MRO hangar, fab dock, or plant goods-in?
- ☐ Is white glove delivery needed — unpacking, placement, debris removal?
- ☐ Is temperature-controlled delivery required on the final leg?
- ☐ Who signs for it, and must that person be present at a fixed time?
- ☐ For AOG: which MRO facility, and which work order the part belongs to
- ☐ Any import permit or licence that must be presented on arrival

4. Documents by scenario

DOCUMENT	OBC	NFO	AOG
WHO PROVIDES IT			
Commercial invoice	Required	Required	Required
Shipper			

Packing list	Required	Required	Required
Shipper			
Air Waybill (AWB)	Issued by FlashGL	Issued by FlashGL	Required
FlashGL / airline			
Certificate of Origin (CO)	If required by destination	If required by destination	If required by destination
Shipper or chamber of commerce			
Certificate of Conformity (CoC)	Recommended	Recommended	Required
Manufacturer or OEM			
ATA 300 packaging declaration	Not applicable	Not applicable	Required for aircraft parts
Shipper or packaging vendor			
AOG pre-clearance file	Not applicable	Not applicable	Prepared before landing
FlashGL, using your data			
Export licence / dual-use permit	If controlled	If controlled	If controlled
Shipper — apply in advance			
Dangerous goods declaration (IATA DGR)	If applicable	If applicable	If applicable
Certified shipper, reviewed by FlashGL			
Safety data sheet (SDS)	If applicable	If applicable	If applicable
Manufacturer			
Insurance certificate	Included to declared value	Included to declared value	On request
FlashGL			

Required means the shipment does not move without it. If controlled means it depends on the commodity, destination, and end use — tell us early, because licences are the slowest item on this page.

5. Documents — final check before you send

Inconsistencies between these documents are the single most common cause of customs holds.

- ☐ Invoice and packing list attached as PDF, not photographs
- ☐ Invoice value matches the declared value you quoted to us
- ☐ Consignee and notify party named exactly as on the import licence

- ☐ Every part number on the packing list also appears on the invoice
- ☐ Export licence number is valid for this destination and this ship date
- ☐ You have disclosed any dual-use or controlled classification up front
- ☐ For AOG: aircraft type, tail number, and MRO work order are in the request

I 6. Packaging

Packaging decides which mode your shipment qualifies for. Pack for the mode, not for the shelf.

- ☐ OBC: sum of three sides under 180 cm, and no single piece over 200 kg per courier
- ☐ AOG: ATA 300 compliant container or airline-approved crate
- ☐ ESD-safe materials for semiconductor components, wafers, masks, and reticles
- ☐ Shock and tilt indicator mounted where it can be read without opening the package
- ☐ Cushioning rated for the actual weight of the contents — not for the box it arrived in
- ☐ Sealed with tamper-evident tape or numbered security seals
- ☐ Outer markings: part number, origin, destination, and orientation arrows
- ☐ Dangerous goods: UN-specification packaging with correct markings and labels
- ☐ Cold chain: validated container, pre-conditioned to the required range before handover
- ☐ Photo of the sealed package sent to your coordinator before the courier arrives

Three packaging mistakes that cost you a flight

Oversized. A case over 180 cm in combined dimensions cannot be hand-carried. It drops to NFO or charter, and the routing clock restarts.

Unsealed. Without tamper-evident sealing, the chain of custody breaks at the first checkpoint, and customs has grounds to open it.

Unconditioned cold chain. A container packed at room temperature will drift before it is even loaded. Pre-condition it to 2–8°C or 15–25°C, then hand it over.

I 7. Internal approvals

Sort this out now, not at the moment you need it.

- ☐ Who authorises the spend, and up to what amount without escalation
- ☐ Named backup approver for when the primary is unreachable — a person, not a job title
- ☐ Cost centre or project code the shipment is booked to

- ☐ A single point of contact on your side for the whole duration of the move
- ☐ Who receives tracking updates, and through which channel
- ☐ Is a purchase order required before dispatch, or is a verbal go-ahead enough?
- ☐ If this is an insurance or warranty claim: the claim reference number
- ☐ Escalation path if the first routing option falls through

| 8. From first contact to wheels up

01 Send the profile

Call our 24/7 desk at +86 400-011-9188 or email service@flashgl.com with the sections above. A partial profile still works — we will tell you which gaps are actually blocking and which we can fill in en route.

02 Receive routing and quote

Within 10 minutes: routing, flight, door-to-door transit time, and price. For AOG, mobilisation starts within 15 minutes of the call.

03 Confirm and hand over

Once you approve, a vetted courier is dispatched. Every shipment has one dedicated coordinator — no handoffs, no repeating yourself to a new person.

04 Track to delivery

Live GPS tracking with ETA updates every 15 minutes, photo confirmation at every chain-of-custody transfer, and a signed proof of delivery at the end.

| 9. What a complete profile actually buys you

DIMENSION	PROFILE COMPLETE	PROFILE WITH GAPS
Quote turnaround	10 minutes	Extended — routing is re-opened each time new data arrives
First flight offered	The earliest available departure	A later flight, because the earlier one was released while waiting
Customs	Pre-cleared before the aircraft lands	Held at destination pending documents
Chain of custody	Unbroken and sealed from origin	Repacked or opened for inspection in transit
Approval cycle	One sign-off	Two or three, as scope keeps changing

Your team's night

One call, one confirmation

Four calls, and a 3 a.m. search for an invoice

The left column is not an aspiration — the 10-minute quote response and 15-minute AOG mobilisation are FlashGL service commitments. The right column is what a typical gappy request looks like in practice.

If you only prepare five things

1. Exact dimensions and weight of every piece. **2.** A mobile number for someone at the pickup site who answers after hours. **3.** Commercial invoice and packing list, as PDF. **4.** A named person who can approve the spend right now. **5.** The real deadline at destination, in local time.

With those five we can quote, route, and dispatch. Everything else on this page we can fill in together while the courier is already on the way.

Common questions

Q What if I don't have all the information yet?

Send what you have. A partial profile now beats a complete profile three hours from now. We will flag the gaps that block routing and fill in the rest while the courier is moving.

Q Can you quote before the part is packed?

Yes, provided you can give us estimated weight and dimensions. We confirm the actuals at pickup. If the real figures push the shipment past OBC limits — 200 kg per courier, 180 cm combined dimensions — we switch the mode and requote before dispatch, not after.

Q Do I need my own customs broker?

No. FlashGL handles dual-end customs clearance, with licensed in-house brokerage at all major Chinese ports, free trade zones, and bonded areas. If you do not have an HS code, we classify it for you. For destinations outside China we clear through our partner network.

Q How do I know the right part number is on the plane?

Send a photo of the part and its label with your request. At pickup we verify it against the packing list and, for AOG, the MRO work order. Every handover is photographed, so the chain of custody is documented rather than assumed.

Q What happens if the flight is cancelled after booking?

Your coordinator reroutes immediately. Because we are not locked to one mode, the fallback is the next available commercial flight, another carrier, or a charter — whichever protects your deadline rather than our routing plan.

Checklist filled in? Send it over.

Send the profile to our 24/7 desk and we will come back with routing, flight, and price within 10 minutes. If it is AOG, mobilization starts within 15 minutes of your call.

GET A QUOTE IN 10 MINUTES

EMAIL

service@flashgl.com

24/7 DESK

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WEB

flashgl.com