

FedEx awarded “Best Supply Chain Hub in Asia” at APAC Bioprocessing Excellence Awards 2020

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FedEx is committed to innovation and digitalization of supply chains, particularly in supporting the often sensitive and essential deliveries within the health care industry



FedEx Express, a subsidiary of FedEx Corp. and the world's largest express transportation company, was named the “Best Supply Chain Hub in Asia” for their Singapore hub. The award came from the annual [IMAPAC](#) Asia Pacific Bioprocessing Excellence Awards 2020 program. The program recognizes top bioprocessing and bio-manufacturing leaders in the industry as well as organizations and technologies that facilitate this sector.

FedEx was shortlisted among various logistics providers for the award, with nominations vetted by IMAPAC's scientific board. This was followed by an industrywide voting among the top five on the shortlist, with FedEx emerging as the winner in this category.

The award comes amid the global pandemic that continues to bring challenges for the logistics industry. During these unprecedented times, FedEx, as an essential service provider, has stepped up with innovative solutions to support customers and the broader community while prioritizing the health and safety of employees and customers. FedEx Express has been focused on:

Embracing innovation

- o Continued progress in cold chain technology that facilitates the delivery of key essential medical items. One example is the industry-first [SenseAware](#), a sensory device that can track time, temperature, humidity and shock in relation to high-value shipments that require specific shipping conditions, enabling customers full access and round-the-clock visibility into the environment of a package in transit.
- o Launch of self-collection services. Using Robotic Process Automation (RPA), customers can be paired to the nearest retail collection point or locker to collect their delivery. This service offers flexibility for customers when e-retailers use [FedEx Delivery Manager International](#)

(FDML), a tool that allows customized deliveries so the recipient can control how, when and where they receive their package or make last minute changes. This is central to ensuring a superior customer experience.

- o Continued pilot-testing for Roxo, the FedEx OnDemand Bot, designed to help retailers make same-day and last-mile deliveries. Utilizing pedestrian-safe machine-learning algorithms and technologies such as LiDAR, this cute zero-emission, battery-powered bot can carry out safe, effective last mile deliveries – a relief for retailers.