The Critical PPS Difference

When urgent shipments need more eyes on them, Critical PPS activates a higher Priority Parcel Service level that includes start-to-finish proactive monitoring, proactive notifications and priority trace. See the Critical PPS difference below.

**Booked & Tendered**
Critical PPS shipment is booked by reservations and tendered at the facility.

**Prepped & Prioritized**
Shipment is loaded into our system, prepped and given priority boarding.

**Delivered**
Shipment is delivered and ready for pick-up.

**PPS**
- Fastest Transit Time
- Online Tracking
- Shortest Acceptance & Recovery
- 50% Money-Back Guarantee

**Critical PPS**
- Proactive Monitoring
  - American will proactively monitor and rebook shipment(s) as needed in order to limit any possible delays.
- Proactive Notifications
  - Should the need arise, American will notify customers of any changes or re-routes to make sure the customer stays in the loop the entire time.
- 100% Guarantee
  - Because peace of mind is critical during times of urgency, American provides a 100% money-back guarantee of all line-haul charges with Critical PPS.

**Priority Trace**
If shipment is missing, American immediately launches a priority search. Critical PPS traces are prioritized over all other shipments by our most senior trace agents.