### **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 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

100% Money-Back Guarantee

### **Critical PPS**

# **Proactive Monitoring**

American will proactively monitor and rebook shipment(s) onto appropriate flight(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 linehaul 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.