

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

25% Money-Back Guarantee

Critical PPS

100% Money-Back Guarantee

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 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.