

AIRWAYS FREIGHT

LAND • AIR • SEA

Delivering Performance

INSIDER

October 2020

White Glove Services



Delivering "EXTRA" Performance!

During the month of October, we are spotlighting our **White Glove Services** offered by Airways.

With Airways Freight, there are no issues when White Glove service is needed. We have courteous, professional drivers that are trained to carefully uncrate and/or unpack your shipment and haul away unwanted excess.

Airways can even help with minor setup of equipment and if on-site packaging or crating is needed, we can arrange that too.

In need of an extra hand or two loading or unloading? No problem, we are happy to assist.

Airways can also organize corporate programs for the consumer product market that will add an impressive feature for your customers – with both new product delivery as well as returns.

Let us know how we can make your pick-up or delivery go smoother. Our flexible options can help you make the most of your shipping endeavor.

Call or email today for more details!

Click [HERE](#) to learn about all of the extra services we offer!

Check out our "Conversations in the South Office" Podcast on **Spotify**!



Meet Clay Quinton, our Airways Freight Monthly Spotlight!

Clay started working with us in April of 2016 developing his skills in our Nights Op's department, subsequently moving to our Trade Show Division working as a Trade Show Freight Specialist, facilitating orders originating in the Mid-West and Northeast, and working in a "hands-on" capacity, as an ambassador of our "White Glove Services".

[Read More](#)



Have you downloaded our Airways app? It gives you direct access to our Agent portal for tracing and tracking your shipments!

My Airways
Freight

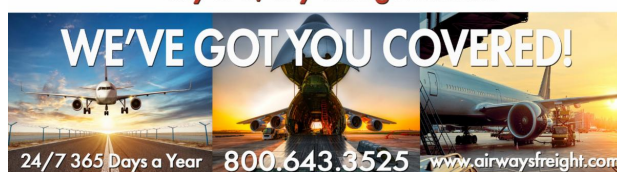


Airways Freight
800.643.3525
www.airwaysfreight.com

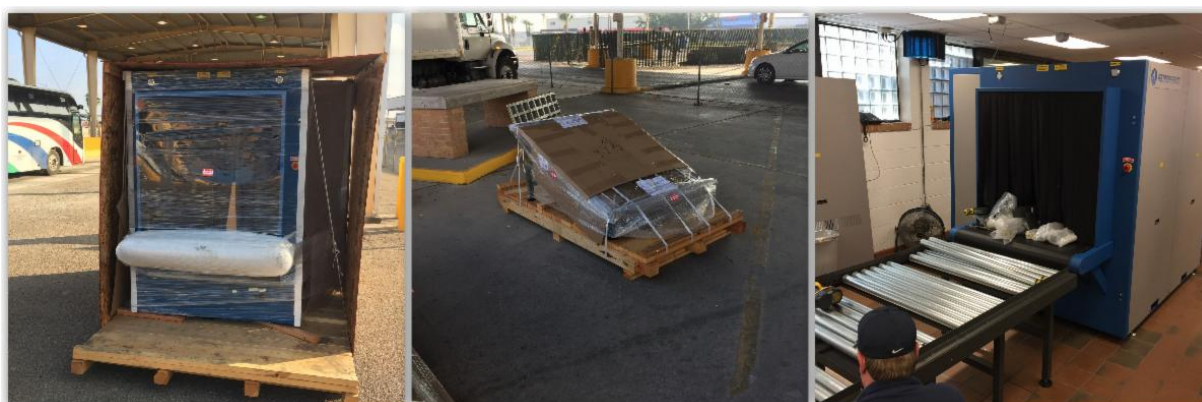


NEED CHARTER SERVICE?

**From small package to huge shipments,
any size, any configuration....**



AIRWAYS FREIGHT
LAND-AIR-SEA
Delivering Performance



White Glove Experience!

Here at Airways Freight we take pride in going above and beyond our commitment to our customers, our agents and our partners. Recently we worked with a customer on a full-service X-ray machine installation project. Due to the complications of delivering 53' Conestoga's and flatbeds to airports we felt that we needed to have people on the ground at each delivery to truly service our customers' needs. We sent Clay Quinton from our corporate office to these jobsites to meet with our sales agent and third-party labor who would assist with the install. While Clay helped our sales agent and the others involved with getting the machines unloaded on site, David Sarratt was here at the corporate office coordinating the moves.

At airports and points of entry all over the country the team coordinated with government officials, technicians and sales representatives to execute installs for two major X-Ray machine companies. Not only did they have to meet with Airport Security and TSA to gain access, they often needed to rely on quick thinking and decision making skills due to unforeseen circumstances that arose while working on airport property. Sometimes this would mean parking miles from the terminal and getting equipment to assist. If that was not an option, our team would physically roll these 2500lbs machines inside and put down plywood to protect the terminal floors.

Moving these X-Ray machines into the right terminal did not mean Airways was done. These machines are extremely sensitive. We would make sure that the technicians had them setup and would help with whatever else was needed. Once in Boston we were onsite for over 20 hours with a technician helping make changes to previously installed equipment, that we had nothing to do with. After our customers were happy, we would get to work removing the equipment they were replacing, packing materials from the install and other debris. Once the job was finished Clay said, "We would end up back at the hotel drenched in sweat, tired but with a sense of satisfaction. Why? Because those machines, working correctly, help keep America safe."

We constantly succeed in scenarios that others would fail at because of our ability to think outside the box and our commitment to our customers. If you haven't used Airways for white glove service, we are here with an office full of Clay's!



Final Thoughts...

We only have eighty days until the start of the New Year! The Chinese 2021 animal sign is the Ox. The Ox is a reliable, dependable, and resilient animal. These same adjectives describe Airways and our agents: reliable, dependable, and resilient. If 2020 showed us one thing, to succeed, we had to be flexible and had to react to the changing and challenging business environment.

As you start planning your 2021, think resilient; being able to recover from change. So how do we all recover from the 2020 changes to our industry? Many markets were negatively affected by the pandemic – Trade shows probably being the biggest. Only time will tell what that industry will look like in the future. Be resilient, don't let a market define you. If you specialized in trade shows, please look to broaden your horizons. As Denny Wood mentioned in July, "our General Services, Nuclear Power & Public Utilities, Aerospace & Medical Services areas of the business continue to operate at a high level". Our truckload group has been very busy, despite a shortage caused by the e-commerce boom. We've also noticed that many customers are choosing traditional LTL over expedited LTL services. But because we've positioned ourselves with competitive LTL rates, we are still able to retain those accounts.

There is no shortage when it comes to shipping options – we are a full service, worldwide forwarder. Let us help you break into another market. Our mutual success depends on finding new business.

Also, remember our origin agency program. Before Covid, the norm was going into an office every day and being self-employed wasn't for everyone. Now, working remotely (from home) is the norm and unfortunately many have found themselves unemployed. If you know someone that is looking for a new challenge or who wants to take charge of their career, please introduce them to us.

On behalf of everyone at corporate, thank you for everything you do, and we are ready to assist in any way we can to help build your clientele.

~ Tom Hatfield Executive Vice President/GM

800.643.3525



www.airwaysfreight.com

