



CASE STUDY



How AirFreight.com

SOLVED A PGA TOUR SHIPPING EMERGENCY

AirFreight Overview

AirFreight.com is a logistics company that specializes in airborne deliveries. Founded in 2006, our company helps hundreds of organizations transport and deliver their products.

AirFreight.com primarily ships by air, which allows us to complete a delivery in the U.S. or Canada within hours. We utilize numerous cargo airline services, vetting each one carefully to ensure it has the capacity and resources to transport various sizes of cargo safely. Real-time tracking technology helps minimize or prevent delays, while also giving customers the exact location of their shipments.

To prepare for unexpected delays or possible issues when dealing with ground shipments, we analyze current traffic patterns, weather reports, and the layout of each potential route, ultimately selecting the quickest, most efficient one. With air shipments, we identify multiple flights that can carry out customer deliveries in the case one plane can't route to the final delivery.

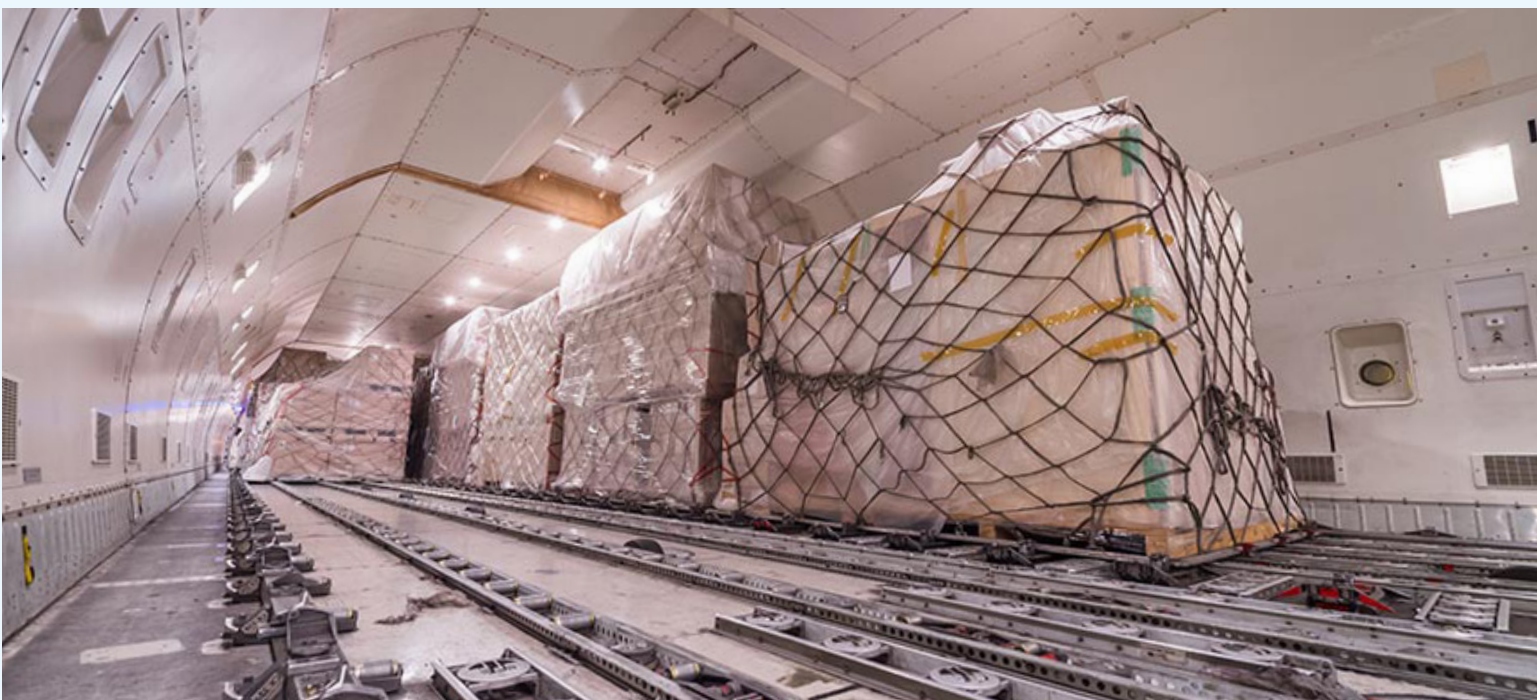
THE PROBLEM

A Missing Label, a Lost Package, and a Looming Deadline

When [Proteus](#) (now known as FLEXTC) first contacted us, they had a last-minute shipping emergency. The event planning company was tasked with supplying the canopies located inside each pavilion for multiple PGA Tour events. A tent needed for one of the tour's opening ceremonies was making its way from Georgia to California using FedEx's next-day air service.

Unfortunately, the item's label had fallen off during transit and the shipment was lost. A representative from Proteus reached out to us after finding our website. They had already contacted a number of freight vendors they had worked with in the past, but none were able to help.

The rep was thrilled when one of our expeditors immediately took the call. After we listened to his problem, we immediately got to work.



THE SOLUTION

Tracking Down the Problem

Luckily, we understand how FedEx's tracking and delivery system works. We were able to successfully locate the shipment, confirm it was the correct item, pinpoint its exact whereabouts, and reschedule the delivery. The canopy arrived a day before the tour began. It was used for one of the largest and most important events of the PGA Tour that year, saving Proteus' contract with the PGA.

Ironically, the golf tournament was also sponsored by FedEx, which was also responsible for its shipments and deliveries. Yet, it wasn't able to make the delivery. In the past, Proteus relied on freight services that didn't offer real-time tracking and updates, so the organization only had a vague idea of the shipment's location. This lack of transparency can be stressful for businesses that frequently make last-minute shipments. How can they be sure their goods will arrive at the desired destination on time?

We were able to **successfully locate the shipment**, confirm it was the correct item, pinpoint its exact whereabouts, and reschedule the delivery.

THE RESULTS

Saving Time, Money, and a Valuable Partnership

Not only did we save Proteus from losing a lucrative contract, but we helped them save thousands of dollars over the next few years. After overseeing the PGA Tour delivery, Proteus became a regular client of ours. We continue to work with the company, helping them save more than \$20,000 on shipping. This helped them put more time, money, and energy into other important areas of operation.

When it comes to late or lost shipments, it's not only about the money. It's the time, resources, trust, and relationships that are wasted when a business fails to deliver.

Proteus turned to us because of our resourcefulness and quick response time. We believe in answering inquiries from current and potential clients as quickly and accurately as possible. We also provide tracking updates in real time, so customers always know the status and arrival date of their goods.



THE FUTURE

Looking Forward

We've had the opportunity to work with Proteus continuously following the PGA Tour, making sure all their shipments arrive safely and on time. Not only do we save the organization money, but we've helped foster meaningful, trustworthy relationships with clients that positively impact the bottom line.

Regardless of the cargo size, situation, or distance, we're always happy to help organizations meet their goals and deadlines.

With 24/7/365 support, direct customer contact, and real-time tracking, AirFreight is the only choice for last-minute shipments that require fast and reliable transportation.

[Contact us today for a free quote](#)

