

Time-Critical Freight Solutions

Delivering Peace of Mind with Guaranteed Shipping

For Some Freight Shipments, Timing Is Everything.

Time-critical freight shipping solutions have long been a go-to choice for companies facing unplanned events that threaten their ability to meet specific delivery windows. But today, many businesses are also making the strategic decision to incorporate time-critical shipping solutions into their regular freight transportation plans for the peace of mind they deliver.

Now more than ever, companies of all sizes are using time-critical shipping solutions to ensure reliable, on-time delivery. These services make an excellent choice for shippers who might not necessarily need shorter transit times, but who do need their freight delivered within a pre-determined delivery window on a standard service day.

For these shippers, guaranteed shipping is a reliable option that can help them avoid hefty fines for missed delivery windows, and, ultimately, build stronger relationships with the people they serve.

What is Time Critical Guaranteed Freight Shipping?

For most carriers, a standard guarantee ensures a customers' freight will arrive by 5:00p.m. on the specified date, though some companies offer additional guaranteed delivery time options, such as by noon or earlier as well as damage-free shipments, on-time appointments, and on-time pickups.

What are the benefits of Guaranteed Freight Shipping?

Guaranteed freight shipping helps take the stress out of freight transportation, making it a popular solution for many shippers today. But guaranteed shipping offers many other far-reaching benefits, such as:

- The flexibility to meet a customer's specific delivery requirements
- A network of support designed to help solve for time-sensitive challenges
- Enhanced freight monitoring for additional peace of mind
- Prioritized handling, resulting in less freight damage
- Tighter control over shipments of high value
- Dedicated customer service teams that provide a higher level of support, and are able to respond more quickly to any potential obstacles in meeting deadlines



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When Should You Consider Using a Guarantee?

Standard freight transit times are typically determined by distance and the carrier's network. These transit times are often estimates, which means delivery dates can be impacted by changing circumstances throughout the freight's journey. While this might not be an issue for some shippers, there are many others for whom the success of their business depends on freight arriving at a specific location, at a specific time. A guarantee is a trusted option for this shippers, particularly when:

- Shipping to retailers that have strict delivery window requirements, and for whom late deliveries can result in fines and fees
- Shipping to customers that require just-in-time delivery, and for whom shipping delays could result in production shut-downs
- Shipping to construction sites, were late deliveries can cause delays to building schedules and timelines
- On-time delivery is necessary for their customers, as in the case of product rollouts, store openings, trade shows, or seasonal peaks
- Their customers need tight control over products in transit, as is the case with many pharmaceuticals and hazmat
- Their customer wants to ensure minimal handling of their freight
- Their freight's arrival is crucial to keeping the supply chain moving
- Other shipping activity is contingent on their freight's arrival



What other types of Time Critical services are there?

In addition to Time Critical Guaranteed coverage, many carriers offer other time-critical services to help shippers ensure their freight is delivered on-time and as-promised. A few of these services include:

- **Must Arrive By Date:** A strict delivery window for when a shipment must arrive at its destination; failure to comply or meet the required window can result in significant fines and fees
- **Multi-Day Delivery Window:** Service within a specific delivery window, as requested by the shipper

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- **No Sooner, No Later:** A delivery window that requires freight not be delivered before or after two specified times
- **On Time In Full:** A service that ensures both the accuracy and efficiency of a shipment by delivering a customer's full order at a specified time
- **Expedited Shipping:** A service that offers faster than normal shipping times by giving one shipment priority over others in the network, as with same-day delivery or next-day delivery

What To Look For When Choosing A Time Critical Freight Carrier

When choosing a time-critical freight carrier, you want to make sure you're choosing one that offers the flexibility and support you need to get your freight where it needs to go, when it needs to get there.

At Estes, our **Time Critical Guarantee** is the best in the LTL industry, and in addition to guaranteed on-time delivery, Estes' guarantees also include additional benefits, such as:

- Guaranteed on-time pickups
- Guaranteed on-time appointments
- Guaranteed damage-free shipments
- Guaranteed volume LTL shipments
- Guaranteed hazmat freight shipping
- Guaranteed delivery for shipments that require special equipment or handling
- Guaranteed round-the-clock customer support

And we offer some of the best Customer Care in the industry, with a dedicated team of Time Critical representatives available to help you 24 hours a day, 7 days a week, 365 days a year.

Contact us today to learn more about how our Time Critical Guarantee can offer you the flexibility and support you need to keep your business running like clockwork.



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