

SOLUTION SPOTLIGHT

PITT OHIO

SUPPLY CHAIN GROUND LTL TL



SPECIALIZED **CUSTOMER SERVICE FOR SENSITIVE SHIPMENTS** DURING COVID AND BEYOND

The pandemic in 2020 was unexpected and disruptive to supply chains, cities and communities. Businesses that were deemed essential needed more assurance than ever that their products were being handled properly, and that pickup and deliveries were made on-time and intact. Special significance was given to the distributors of medical supplies considering the crucial role they played during the COVID-19 pandemic. When our customer, a distributor of medical supplies, wanted to use one carrier throughout the entire United States for all of their FEMA shipments for COVID-19, we immediately began planning with our sister companies and partner carriers across the country. The shipments were time-sensitive and required extra care, so PITT OHIO assigned two account managers to oversee all of the shipments. They provided a proactive customer service approach by tracing every shipment through to delivery, following up on delayed shipments, re-consigning undelivered shipments and providing proof of delivery receipts for the customer. Our extra attention throughout the life cycle of the shipment ensured the customer had complete visibility of their medical supplies throughout the country during a time when reliability mattered the most.

BOTTOM LINE

Being a quality carrier goes hand in hand with delivering exceptional customer service. Our drivers take extra care with your shipments on the road and it's our staff behind the scenes that can make the difference between a missed delivery and a rerouted shipment. Our customer service team will go above and beyond for all of your day-to-day shipments and those special circumstances too. Whether it's one important shipment or a bunch of shipments that the country is depending upon, PITT OHIO's customer service and attention to detail is how we ensure peace of mind during even the most unpredictable of times.

• **EXCEPTIONAL CUSTOMER SERVICE**