

# THE "BLACK & GOLD" ZONE

**THE CUSTOM COMPANIES "BLACK & GOLD" ZONE ("B & G") PROVIDES CONSISTENT, ON-TIME SERVICE BETWEEN THE LOS ANGELES AND CHICAGO COMMERCIAL ZONES.**

The Custom Companies "Black & Gold" Zone ("B & G") provides consistent, on-time service within a 75 mile radius of each city.

Driver teams are utilized on every shipment within the "B & G" Zone. Estimated transit times are based upon the Table below. Transit times do not include holidays.



**LAX**



**ORD**

## "B & G" GUARANTEE

All "Black & Gold" Zone shipments qualify for the "B & G" Guarantee. Shipments can be upgraded to a 100% service guarantee at a 30% upcharge.

Every Custom vehicle is equipped with on-board vehicle Satellite Tracking Technology. Your shipments can be tracked at anytime during transit.

Call your Custom Companies Territory Manager for more information on this specialized service.

## TRANSIT TIME MATRIX

<u>PICK UP</u>	<u>DELIVERY</u>
MONDAY	THURSDAY
TUESDAY	FRIDAY
WEDNESDAY	MONDAY
THURSDAY	MONDAY
FRIDAY	TUESDAY

# “BLACK & GOLD” GUARANTEE FAQ’S

## **What points are covered with the “B & G” Zone?**

Any zip within the Chicagoland local delivery areas to/from the SoCal local delivery areas.

## **Are the transit times guaranteed?**

Both standard and guaranteed services are available in the “B & G” Zone.

## **How much is “B & G” Guaranteed?**

There is a 30% upcharge. The minimum upcharge is \$12 (intra-terminal) and \$30 (inter-terminal).

## **How do I obtain a rate quote and how long will it take?**

Phone, fax, email, web and it should take 15 minutes or less.

## **How do I execute the “B & G” Guarantee?**

“B & G” Guaranteed Service for any shipment must be requested prior to 5:00 PM and actually picked up no later than 6:00 PM local time at the origin terminal. The Bill of Lading must clearly be marked “B & G” Guaranteed Service requested in the body of the Bill of Lading.

## **What are your technologies/online capabilities?**

Online tracking, Bill of Lading (BOL’s), Proof of Deliveries (POD’s), and Invoicing.

## **How do the shipments get delivered so fast?**

Freight is moved to/from both points on a fixed nightly schedule utilizing team drivers.

## **What happens if my guaranteed shipment doesn’t deliver on time?**

The payer of the freight charges can file a claim for the cost of transportation.