



## DG Systems

“AirNet understands and shares our sense of urgency; our packages and deadlines matter to them.”

— Tim Quillin, AirNet customer for five years

Time isn't always on Tim Quillin's side.

As Director of Operations for DG Systems in Louisville, Kentucky, a leading provider of distribution services to the broadcast advertising industry, it's Tim's job to make sure his clients' radio and TV commercials get to broadcast companies throughout North America to meet strict scheduling deadlines.

Since the majority of his shipments aren't available for pick-up and delivery until late at night, Tim often has a short window of opportunity to make good on his clients' time-critical deadlines.

So when time's not on Tim's side, what does he do? Tim turns to AirNet Express.

### **Hold That Plane!**

Wouldn't it be nice if you were able to somehow squeeze a few more minutes into an already tight deadline? Thanks to AirNet, Tim is able to do just that.

“AirNet is able to provide us with much more flexibility than a commercial air courier can,” remarks Tim. “One thing that is a huge benefit to us,” he continues, “is their willingness to do what I call ‘hold the plane’ for us. They actually will re-route another plane to our location here in Louisville, which gives us another 45 minutes to an hour to process orders, and ultimately, gives us a larger window of opportunity to get our packages picked up and delivered. It's a great advantage!”

Fact of the matter is, AirNet will do just about anything it can to help its clients get their cargo where it needs to be – when it needs to be there.

### **It's Midnight. Do You Know Where Your Customer's Package Is?**

In addition to good old-fashioned customer service, AirNet employs cutting edge technology to automate processes and deliver real-time access to shipping information. Technology, like *AirNet Connect*.

AirNet *Connect* is an automation tool that allows customers to use the Internet to create a shipment, view our system schedule, get reports, print airbills, and view real-time schedule information such as departure and arrival times and proofs of delivery for completed shipments.

“With *Connect*,” Tim states, “we’ve integrated our system directly with AirNet’s, which gives us the ability to go online and track packages and do a host of other things. For instance, if a customer needs to know where a package is, we can hop online and provide our customer that information almost instantly.”

### **Reliability With A Smile**

At AirNet, we enjoy what we do and it shows. So in addition to being efficient and reliable, we’re also friendly and courteous.

“The thing about AirNet is that they do what they say,” states Tim. “They deliver packages on time, they offer tremendous flexibility and they’re cost-effective. Plus, if there’s an issue with a delivery, they contact me and follow up, which allows us to be proactive – rather than reactive – to our customers’ needs.”

“AirNet understands and shares our sense of urgency; our packages and deadlines matter to them,” stresses Tim. “Of course, beyond all that, the staff at AirNet is always friendly. The drivers are courteous and the folks in Customer Service are nothing but pleasant and professional.”

Bottom line? With AirNet you can be sure we’ll not only take care of business, we’ll also take care of you.

### **About DG Systems, Inc.**

DG Systems is the leading provider of digital distribution services to the broadcast advertising industry. DG operates the only network designed specifically for media distribution and has over 7,500 radio and more than 900 TV stations online across North America. In addition to its digital network, DG Systems also has duplication and distribution centers that can deliver traditional tape dubs to any site in North America. For more information, call 972-581-2000 or visit [www.dgsystems.com](http://www.dgsystems.com).

### **About AirNet Systems Inc.**

AirNet Systems Inc. is a premiere provider of aviation services including time-critical delivery and private passenger charter. AirNet operates AirNet Express, an integrated national air transportation network providing expedited air transportation to banks, medical customers and other time-critical small package shippers in more than 100 cities nationwide. AirNet is committed to safety, security and customer service—these are the hallmarks of AirNet’s success over the last 28 years. The AirNet airline operates more than 120 aircraft, including 36 Learjets, located strategically throughout the United States, flying over half a million miles per week. AirNet’s fleet departs most cities several hours after other major package delivery companies. To find out more, visit AirNet’s Web site at [www.airnet.com](http://www.airnet.com).

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