

White Glove Services



Struggling with identifying what true “white glove” service is? We can’t blame you—there seems to be an inconsistent definition of what white glove transportation service is.

This is a result of many traditional carriers jumping into the niche perceived as white glove. The result has been makeshift white glove service as carriers purchase lift-gates, offer additional labor, and add inside pickup and delivery to their traditional models.

McCollister’s Offers True White Glove Transportation Service

Full-service [white glove transportation](#) includes inside pickups by either one driver or a driver with a crew. They are in uniform, drug tested, background checked, and customer service focused. Usually, 2 men are required for most LTL white glove inside pickups. We have built our white glove pricing structure with sections that reflect multiple options including number of men, LTL and Truckload variations.

This inside pickup includes protection as needed for naked equipment utilizing blankets, shrink-wrap, bubble-wrap, cardboard sleeves, skids, cartons, tape and other material. This is standard protocol and clearly defined by a customer standard operating procedures (SOP) or their statement of work (SOW). The inside pickup also includes handling equipment, pallet jacks, roller- lifts, floor protection, kick back dollies, two wheel dollies and other equipment as needed, which is standard protocol for true white glove service

The loading process and equipment utilized for white glove line haul transportation from pickup to delivery point is:

- Air ride trailers with full horizontal and vertical logistics on-board equipment (blanket pads, load-bars, straps, and decking bars). The driver is qualified and does all the loading, protection, and full inventory detailing the condition of product. These logistics trailers can accommodate the use of decking bars for skids to be safely loaded on a deck instead of one on top of the other. This allows better load factor, controls line haul costs, and is safer for the product since it eliminates damage created by loading skids on skids.
- Transportation to destination is either direct or involves no more than one in-transit cross-dock (based on shipment size). If a small straight truck is needed for the final mile the LTL will cross a dock at in that destination area.
- Delivery can be made with inside placement, un-packaging, debris removal, light assembly as these are standard services. In addition intricate statements of work (SOW) can be executed for: equipment set up, IP address hook up and various customer specific requirements. All of these services are provided by a true white glove Transportation company.
- Delivery can also be made utilizing lift gates for ground placement and/or inside delivery. Based on the shipment size and delivery access, a tractor trailer or small straight truck can be utilized.

In short, white glove transportation involves shipments that are unique and require special handling. Highly trained personnel, specialized handling equipment, and specialized transportation equipment are all absolutely necessary to execute the very specific customer requirements that are typical of white glove transportation.

Don’t settle for anything less than true white glove service. If you have any other questions about our specialty transportation services, give us a call at 800-257-9595 or [contact us](#) online and we’ll be glad to assist you.