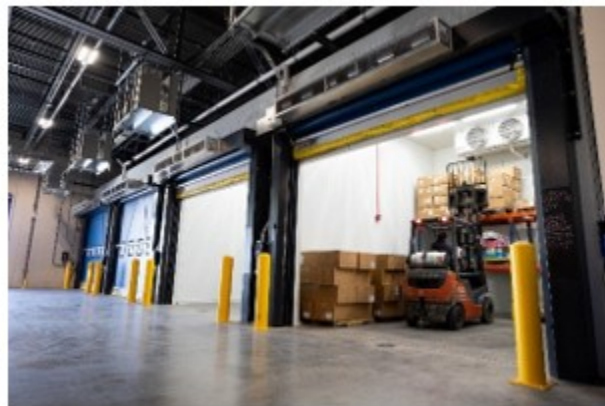


# Southwest Airlines Cargo: Now Even BIGGER in Denver to Better Serve Customers ... Including Herbivores!

On June 5, Southwest officially cut the ribbon on its new, expanded cargo facility at Denver International Airport (DEN). This nearly 30,000-square-foot warehouse gives our Employees more space to serve our Denver-area Cargo Customers. With six loading docks, expanded space for dry storage, and double the number of coolers to store products that need refrigeration—like fresh flowers or seafood—DEN Cargo is ready to grow alongside Southwest’s flight activity, which peaks at more than 300 daily departures.



## Meet Joanna and Ron

Nearly every flight from DEN carries freight, and nobody knows this better than Joanna and Ron. They are two of the 18 Employees and six Supervisors who ensure that every piece of cargo going through DEN is handled carefully and gets where it needs to be. Both have worked in DEN Cargo since 2007, when Southwest took over a 5,000-square-foot section of a larger warehouse shared with other carriers.

“It’s been amazing to be part of the growth we’ve had here in Denver,” said Ron, a Cargo Supervisor. “Not only are we in a bigger space, but we have more tools to serve our Cargo Customers. Our website, [SWACargo.com](http://SWACargo.com), is a wonderful resource that allows Customers to track their shipments, file claims, and so much more. I love it and tell all my Customers to use it!”

And shipping on Southwest isn’t only for freight. “Anyone can ship on Southwest!” added Freight Agent Joanna. “I’ve had people ship forgotten passports from DEN to other airports so travelers can make their international flights. Items under 16 ounces don’t require the sender to have a Southwest Cargo account to ship. It makes my day to be able to save someone’s vacation!”

## DEN Cargo Has the Best Customers!

Over the last 18 years, DEN Cargo has helped thousands of shippers, some with very special items. “One of my favorite memories was when we shipped a cake to Las Vegas for a decorating contest,” Joanna recalled. Ron added, “We all designed a custom box to protect the cake during transport. Our creativity worked because the Customer visited us a few days later to thank us as she won the contest!”

Joanna and Ron agree that the [Denver Zoo Conservation Alliance](http://DenverZooConservationAlliance.org) (DZCA) is an incredibly special client of DEN Cargo. Over the years, Southwest has carefully transported various cold-blooded animals, including snakes and monitor lizards, for the zoo. “As a member of the Association of Zoos & Aquariums (AZA), we work closely with other accredited organizations, which sometimes involves animal exchanges and the sharing of biological specimens,” said Jake Kubié, Director of Integrated Communications for the DZCA.

The DZCA actively participates in the Species Survival Plan (SSP), a cooperative conservation program managed by the AZA for endangered or threatened species. It focuses on maintaining genetic diversity and demographic stability in zoo and aquarium populations. “The DZCA is home to a large herd of male Asian elephants,” Jake shared. “As part of SSP, we ship Asian elephant semen to accredited zoos across the country. We are proud to have helped add two more Asian elephants to the world!”



Aside from animal transports, DZCA also depends on weekly shipments of browse to keep their herbivores well-fed and healthy. "Browse is edible plant materials, leaves, bark, and branches," said Quinn Voeglie, Browse Coordinator for DZCA. "Herbivores such as antelopes, giraffes, elephants, and black rhinos are browsers and require more food than the grounds of our zoo can provide. Last year alone, our herbivores consumed more than 37,200 lbs. of browse. So, the browse Southwest ships for us are an essential part of these animals' diets and nutritional health."





“I always remember that every piece of freight is precious cargo for both the shipper and the recipient, so I handle each item carefully,” said Ron. Joanna added, “I also love building relationships with our Customers, especially those I see frequently. Now, with six times more space, I look forward to seeing even more Cargo Customers in Denver!” Ron laughed, “Let’s fill ‘er up!”

Want to learn about Southwest Cargo? [Meet Robin, a Freight Agent who gives us a behind-the-scenes glimpse of Baltimore Cargo.](#)