

OD CHARGEBACK RESEARCH TOOL

OD GIVES YOU THE POWER TO CONTEST CHARGEBACKS AND PENALTIES.

If you ship to national retailers, chargebacks and penalties may have become an unavoidable cost of doing business. OD works with customers daily to help reduce and eliminate these costs through exceptional service, Must Arrive By Date (MABD) service options, and, now, our new Chargeback Research Tool. OD puts the information and shipment data you need to contest and reverse undeserved chargebacks and penalties at your fingertips.

OD's new Chargeback Research Tool allows all customers with odfl.com accounts to research shipping details on any shipment connected to their account. The information available is an effective tool when contesting chargebacks and penalties.

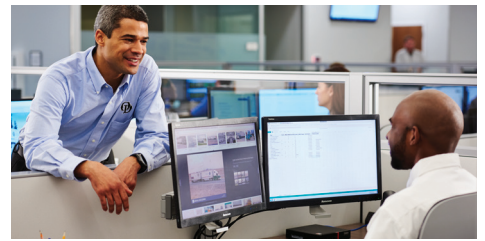
CUSTOMER FEATURES:

- Available to any customer with an odfl.com account
- Search for your shipments by BOL#, Load#, PO#, or PRO#
- Search multiple references at a time with up to 99 results
- Full visibility of shipment details and interactive timelines
- ALL shipment related documents
- Printed reports
- Access to OD Customer Service for additional details
- Access to OD IT support

Additionally, direct customers of OD currently using OD's MABD services may request an enhanced level of access from their account team.

Install today from your odfl.com home screen or call, email or visit:

1.866.637.7333
Expedited.Services@odfl.com
odfl.com/expedited



ENHANCED FEATURES:

- Initiate shipment inquiries directly with OD's MABD account team
- Designate a specific contact for OD follow up
- Track status of all inquiries
- Review and post comments to inquiries in real time

ELIMINATE CHARGEBACKS AND PENALTIES WITH OD'S MABD SERVICE

Trust OD to expertly manage retailers' increasing compliance demands and tightening delivery windows. OD's proactive monitoring and management is critical to your scorecard performance and securing future opportunities.



Helping The World
Keep Promises®

OD DOMESTIC

OD EXPEDITED

OD PEOPLE

OD GLOBAL

OD TECHNOLOGY