



Defend Your Profits with Old Dominion Freight Line's New Chargeback Research Tool

Now available on the ODFL4Me web application, the tool gives complete track and trace visibility on each shipment to help customers dispute chargebacks

Old Dominion Freight Line shippers now have the power to research individual shipment details to help minimize chargebacks and fines from their retail customers. The "Chargeback Research Tool," is available for download on ODFL4Me home screens and provides full visibility to freight shipment detail in the OD network.

Within the app, customers can see interactive timelines, access shipment related documents, print reports, and submit questions to OD's customer service team for review. The full-visibility research tool gives customers empowering information to contest inaccurate chargebacks.

"Shipping to retail customers with tight delivery windows or stringent on-time, in-full requirements can result in costly chargebacks or fines," said Greg Plemmons, senior vice president of sales. "But erroneous chargebacks from your customer can be contested. That's where the OD Chargeback Research Tool can help. Customers now have a much more granular view of each of their shipments."

"This application was developed after listening to our customer's feedback of needing a tool that improves the way they manage logistics and billing," Plemmons said.

During recent months when other carriers reduced services Old Dominion doubled down on its service by launching the new tool. As businesses recover, protecting income is critical to business health.

"We want to help customers maximize profitability by giving them a tool to minimize chargebacks," Plemmons said.

With tightening supply chains and smaller delivery windows, it's more important now than ever to get shipments to distribution centers or warehouses on-time, in-full (OTIF), and damage-free. Vendor scorecards and maintaining strong relationships with retail customers are contingent upon meeting their OTIF requirements. The new research tool gives customers the data they need when a retailer flags a shipment as late.

"We know that at times, retail distribution centers may be running behind to accept deliveries," Plemmons said. "So, despite that your product arrived on time, they may not be able to accept the shipment at your scheduled appointment. This could result in an erroneous chargeback or fine from your customer."

The application offers enhanced features to customers using OD's MABD services. Users can initiate a shipment inquiry directly with the Old Dominion MABD account team, designate a specific contact for follow-up, track the status of inquiries, and post comments on shipments in real-time.

Customers can download the app by logging on to their ODFL4Me account, or by contacting their Solutions Specialist.