

SPECIAL ROLLOUTS QUICK TIPS

A DEPENDABLE PARTNER

The success of your Special Rollout, product launch or seasonal promotion depends on your customers receiving your products on-time and damage free. When your reputation is on the line, you need the dependability of OD. With the industry’s leading on-time delivery record and low claims ratio, you can trust that your project is our priority.

OD ADVANTAGE

OD’s strong relationship with major retailers, combined with our premium service and national network of Service Centers, gives our Special Rollout customers an advantage over their competition.

- Avoid Chargebacks
- Avoid Lost Sales
- Avoid Canceled PO’s
- Increase Vendor Scorecard Performance



EVERY SPECIAL ROLLOUT SHIPMENT AT OD:

- Is flagged in the OD system to show special delivery dates for Service Centers.
- Is monitored by Special Project Coordinators.
- Includes daily status emails to destination Service Centers regarding delivery timing.
- Receives daily status updates and issue notifications to customers.
- Has email and phone Customer Support 24/7 through the Special Rollout/Project Department.

ROLLOUT SERVICE LEVELS

SPECIAL ROLLOUT (SRO): Ships **OD Standard LTL** with enough time to meet RAD Dates with normal transit times by 5:00PM. Shipments are flagged in the OD system for monitoring accurate delivery but not guaranteed.

SPECIAL ROLLOUT GUARANTEED (SRO GTD): Requires **OD Guaranteed*** service within normal transit times to meet RAD Dates. Shipments are flagged in the OD system to guarantee delivery requirements are met.

SPECIAL ROLLOUT ON DEMAND (SRO GTO): Requires **OD On Demand*** service to meet RAD Dates that are faster than standard transit times or time specific. Shipments are flagged in the OD system to guarantee delivery requirements are met.

*OD Guaranteed and On Demand - If service is not met, freight charges revert back to the standard LTL charge.

REQUIRED INFORMATION FOR SPECIAL ROLLOUTS

Special Rollout Rate Estimate:

- All Special Rollout projects **MUST** be set up through OD’s Special Rollout/Project Department by providing us with the details of the shipments. Please contact us by phone or email and ask to speak to a Special Rollout/Project Coordinator.
Special.Rollouts@odfl.com or 866.637.7333

BOL’s MUST include the following information for Special Rollout Freight:

1. Pickup Date

2. Shipper Contact Name/Address/Number

3. Consignee Contact Name/Address/Number

4. Billing Information
5. Reference Numbers

6. Any Special Delivery Instructions

7. RAD Date (required arrival date)

8. Indicate “**Special Rollout**” on the BOL

Schedule a Pickup:

To schedule a pickup, contact your local Service Center or for additional assistance, contact the Special Rollout/Project Department: **Special.Rollouts@odfl.com or 866.637.7333**

To learn more about our Special Rollout Services or for additional support, please call, email or visit:

866.637.7333
Special.Rollouts@odfl.com
odfl.com/expedited

	A	B	C	D	E
1	ORIGIN ZIP	DEST ZIP	# OF SKIDS	WEIGHT	DIMS
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					

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