

GTZ CONTACT SHEET

CUSTOMER ONBOARDING

CREDIT

New customer credit reviews, Billing address/email changes, Credit references, Credit review & adjustments

General Inquiries
credit@globaltranz.com

CUSTOMER BILLING

Customer Setup, Customer invoice requirements, Special Invoicing requests

Command Center General Inquiries
billingdpt@globaltranz.com

McLeod General Inquiries
TLaccounting@globaltranz.com
agentTLaccounting@globaltranz.com

McLeod Unlocking Requests
TLunlocking@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Supervisor of Revenue Specialists
Brandi Decker
b.decker@globaltranz.com

PRICING

LTL Opportunities, LTL CSPs, LTL Carrier Back-Soliciting, LTL Carrier Relations, Truckload Pricing Inquiries

General LTL Pricing Inquiries
LTLpricing@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Manager of LTL CSP
Travis Bowers
tbowers@globaltranz.com

Manager of Pricing Support
Amanda Aguilera
amanda.aguilera@globaltranz.com

General Truckload Pricing Inquiries
tlpricing@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Manager of Pricing
Serena Hernandez
shernandez@globaltranz.com

HELPDESK SUPPORT

General Assistance, Setting Margins, Calls from Agents & Customers, System Troubleshooting **Always provide BOL#, PRO# Customer name & Carrier name*

General Inquiries
helpdesk@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Manager of Helpdesk
Jill Arballo
j.arballo@globaltranz.com

CUSTOMER ONBOARDING

Customer set-up inquiries, Shared Services questions, Backoffice support

General Inquiries
gtzpop@globaltranz.com

GTZ INTEGRATIONS

API / Web Services / EDI, E-Commerce Applications, RPA Solutions

General Inquiries
edisupport@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Manager of Data Transformation
Grace Serrano
gserrano@globaltranz.com

GTZ CONTACT SHEET

BILLING, PAYMENT & PAYABLES

ACCOUNTS RECEIVABLE

General payment requests, Phone/email payments, Cash term account updates & set-ups

Billing Updates

billingupdate@globaltranz.com

Make a Payment

arfax@globaltranz.com
480-291-5859

General Inquiries

ardpt@globaltranz.com
480-291-5859

Escalation Point of Contact (LIMITED USE):

Supervisor of Accounts Receivable (Service)
Mark Bodurtha
mark.bodurtha@globaltranz.com

Supervisor of Accounts Receivable (Payments)

Jason Enlow
jenlow@globaltranz.com

COLLECTIONS

Agent/Outside Sales Customers, Contacts customer on past due, Customer payment reconciliation, Payment status updates

General Inquiries - Follow Current Process *(More Information on this to come)*

Escalation Point of Contact (LIMITED USE):

Director of Revenue Specialists
Jaime Lindley
jaime.lindley@globaltranz.com

ACCOUNTS PAYABLE

Carrier payment status, Carrier bank account updates, Carrier payment processing, Missing carrier invoice retrieval

General Inquires - LTL

aprequests@globaltranz.com
480-291-5850

General Inquiries - Truckload

aptrrequests@globaltranz.com
480-291-5851

AP Specialized Services

apexpedited@globaltranz.com

Escalation Point of Contact (LIMITED USE):

Supervisor of LTL Carrier Billing
Caitlin McFarlane
cmafarlane@globaltranz.com

EARNINGS

CORE Commissions, Adjustment/pullback questions, Rep Liability pullbacks

General Inquiries

earnings2@globaltranz.com

Escalation Point of Contact (LIMITED USE):

Manager of Earnings
Amy Picariello
amy.picariello@globaltranz.com

GTZ CONTACT SHEET

CLAIMS, REBILLS & DISPUTES

CLAIMS

Files and processes damage & shortage claims, Input carrier liability, Process claims payments, Insurance Additions to Shipments

General Inquiries - LTL

cargoclaims@globaltranz.com
480-291-5856

General Inquiries - Truckload

directclaims@globaltranz.com
480-291-5856

Escalation Point of Contact (LIMITED USE):

servicesspecialistleaders@wwex.com
Manager of Claims - Jesus Garcia & Ashley Flores

Escalation Point of Contact (LIMITED USE):

Manager of Truckload Claims
Austin Russell
austin.russell@globaltranz.com

REBILLS & DISPUTES

LTL Carrier Disputes, LTL Agent Dispute Board questions, Dispute/rebill questions, Dispute status updates

General Inquiries

irpod1@globaltranz.com

General Inquires - Truckload

TLIR@globaltranz.com

Escalation Point of Contact (LIMITED USE):

Billing Dispute Team Lead
Jaycee Lindley
jaycee.lindley@globaltranz.com

Supervisor of Billing Disputes
George Lewis
george1.lewis@unishippers.com

GTZ CONTACT SHEET

BUSINESS SERVICES

CORPORATE IT

Computer fixes, Software, Peripherals, Access Assistance, telecom Assistance

General Inquiries

Submit IT Ticket via portal:
<https://connect.wwex.com>

Escalation Point of Contact (LIMITED USE):

Manager of Technology Support
Caleb Maher
caleb.maher@globaltranz.com

SALES TRAINING

Sales 101, 201 ACE Training for all agencies, GlobalTranz Platinum Status, Sales Production Reports, Liaison for new Account Executives

General Inquiries

Sales Training Manager
Kate Weintraub
k.weintraub@globaltranz.com

AGENT DEVELOPMENT

Systems Training & Adaptation, Ongoing sales & operations development, Advocate & represent partner channel, Sales advice & agency growth

General Inquiries

agentdevelopment@globaltranz.com

Escalation Point of Contact (LIMITED USE):

Manager of Agent Training & Development
Bryan VanGeertry
bvangeertry@globaltranz.com

AGENT FIELD SUPPORT

Vet New Opportunities, RFPs & CSPs, General Ops Assistance, Account Retention, Customer Visits & Demos

General Inquiries

agentfieldsupport@globaltranz.com

SYSTEMS INQUIRIES

Non-critical issues pertaining to all Globaltranz systems

General Inquiries

helpdesk@globaltranz.com
480-291-5854

GTZ CONTACT SHEET

SPECIALIZED SERVICES

BEYOND BROKERAGE

General assistance/services, Customer portfolio related questions, Sales support

General Inquiries

justin.sekely@globaltranz.com
will.lubbesmeyer@globaltranz.com

General Inquiries - Team Specific (RATER - Rev Ops)

teamspirit@globaltranz.com
teamsuperior@globaltranz.com
teamslate@globaltranz.com

GTZMANAGED

General Inquiries

freightpaysupport@globaltranz.com

Billing Adjustments

mspbillingads@globaltranz.com

RATER / CENTRAL

General Inquiries

auditors@globaltranz.com

Escalation Point of Contact (LIMITED USE):

Supervisor of Billing Analysts
Matthew Beltz
matthew.beltz@globaltranz.com

Supervisor of Customer Billing
Aaron Harris
aaron.harris@globaltranz.com

Supervisor of Carrier Billing
Tanner Clifford
tanner.clifford@globaltranz.com

EXPEDITED SERVICES

**All quote requests must provide the following:*

Origin zip code, Destination zip code, Number of pieces, Weight (each piece if loose or each pallet), Total weight, Dimensions (in L"x W"x H"), Commodity description, Class, NMFC (Alaska, Hawaii or Puerto Rico), Service level request, Accessorial services requested (liftgate, pallet jack, inside pick-up, etc.)

Domestic Requests

gtzdomestic@globaltranz.com

Domestic Air

gtzairdomestic@globaltranz.com

International Requests + Hawaii & Alaska

(including Guam & Puerto Rico)
esintquote@globaltranz.com

Escalation Point of Contact (LIMITED USE):

Director of Business Development
Derek Crockett
dcrockett@shipblx.com

MEXICO

Mexico domestic, MX Cross Border OTR Services, DV, Flatbed, Reefer, Heavy Haul, Expedite, LTL, Significant Sales Opportunities, Sales Support, Air charter and hand carry services within North American countries

General Inquiries

MXpricing@globaltranz.com

LTL & TL Support

Roger Quintanilla
roger.quintanilla@globaltranz.com

GTZ CONTACT SHEET

OPT IN SERVICES

OPT-IN OPERATIONS

- Van, flatbed, reefer, box truck, cargo van, sprinter van & partial load coverage
- RFP/Bid processing
- Weekend coverage
- Pricing inquiries

East Coast General Inquiries
ecagentpod@globaltranz.com
480-291-6072

West Coast General Inquiries
wcagentpod@globaltranz.com
480-291-6071

Track & Trace
agentpodtracking@globaltranz.com
480-291-6070

Escalation Point of Contact (LIMITED USE):
Sr. Manager of East Coast
Marque Hurd
mhurd@globaltranz.com

Sr. Manager of West Coast
Heath Nelson
hnelson@globaltranz.com

Manager of Agent Operations Support
Dale Campbell
d.campbell@globaltranz.com

OPT-IN SPECIALIZED SERVICES

Provide pricing for drayage, intermodal, & volume shipments, Assist in providing different pricing options, Communicate with both national & regional carriers for coverage, Wprl with carriers to provide capacity in all markets, Completed RFPs for agents

Drayage
drayage@globaltranz.com

Intermodal
intermodal@globaltranz.com

Volume
vptl@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Director of Agent Truckload Operations
Josh Bertrand
jbertrand@globaltranz.com

GTZ CONTACT SHEET

OTHER SERVICES

AGENT ACQUISITIONS

Agent Recruiting & Contract Negotiations,
New Agency Lead Generation, New Agent
Marketing

General Inquiries
strategicsourcing@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Director of Business Development
Brian Coleman
bcoleman@globaltranz.com

AGENT ONBOARDING

Onboards & Assists New Agents, Coordinates
New Agent Trainings

General Inquiries
Agent Onboarding Coordinator
Lauren Kincaid
lauren.kincaid@globaltranz.com

WWEX SOLUTIONS

General Inquiries - Customer Solutions
solutions@wwex.com

General Inquiries - Customer Implementation
implementation@globaltranz.com

**General Inquiries - Supply Chain Solutions
(Warehousing)**
supplychainsolutions@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Senior Director of Customer Solutions
Sun Pen
sun.pen@wwex.com

CARRIER COMPLIANCE

Carrier set up, Command Center rate
confirmation overrides, Carrier DND request
and petitions, Command Center carrier
mapping issues

General Inquiries
carriersetup@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Manager of Carrier Compliance
Tristan Tolley
t.tolley@globaltranz.com

CONTRACTS ADMIN

Customer Contract requests & review of third-
party contracts

Contract Review
contracts@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Supervisor of Contracts Administration
Danielle Butcher
danielle.butcher@globaltranz.com

Director of Risk
Josh Hoyle
joshua.hoyle@globaltranz.com

TL POD ANALYST

Work with A/P on pulling PODs and sorting
incoming paper work, Respond to all agent
POD requests

General Inquiries
tlpod@globaltranz.com

Escalation Point of Contact (LIMITED USE):
Supervisor of TL Carrier Billing
Alexis Verdiner
alexis.verdiner@globaltranz.com