



OUTBOUND ROUTING GUIDES FEBRUARY 1ST 2018

UPS AND USPS CONTACTS-ALL PACKAGES UNDER 150 LBS



Effective Ship Date: February 5, 2018

- **UPS Parcel Customer Service:**

- Mon-Fri email support 7am-9:30PM EST at djo@ups.com
Phone support 7am-midnight EST at 800-877-1497
Saturday phone support only 7:30am-6pm EST
- • Mike Lang UPS Enterprise Account Executive: 949-230-6996
- • Vic Carsey UPS Enterprise Accounts Director: 801 201 4603

- **USPS United States Postal Services Customer Service:**

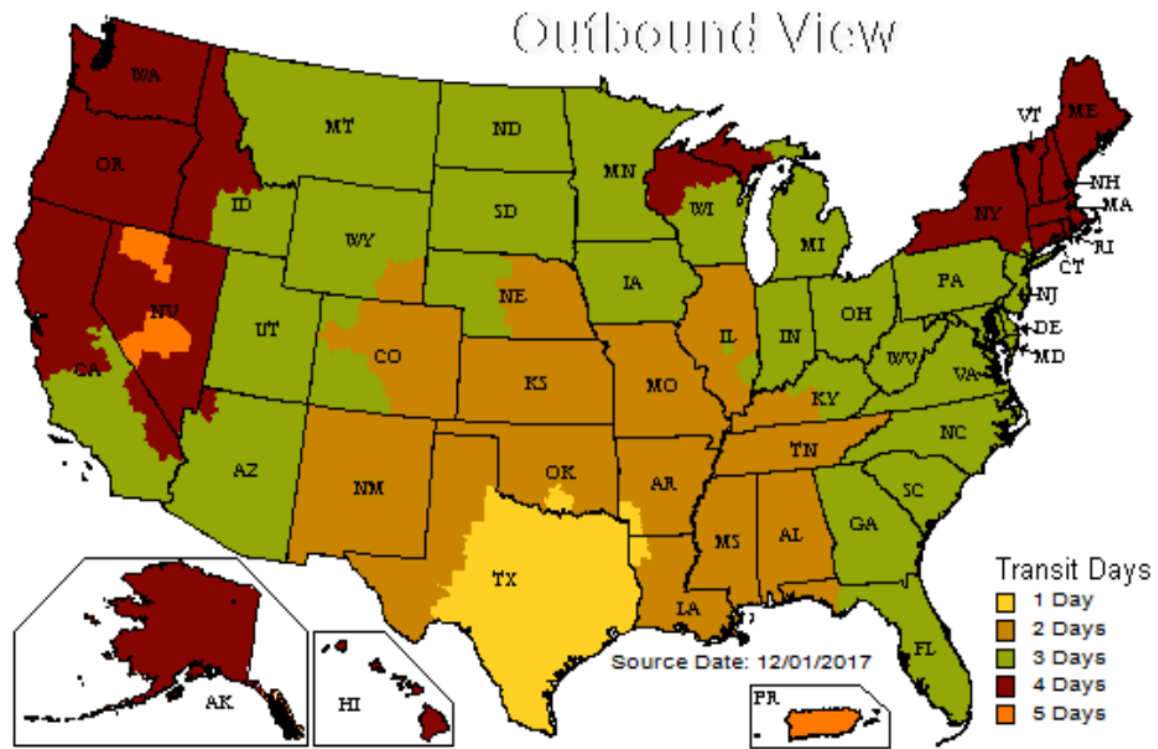
- Tracking: <https://m.usps.com/m/TrackConfirmAction>
 - Joseph Murray: Sr. Sales Executive Major Accounts 858-674-0378
- Email: USPS® Customer Service.
Call: 1-800-ASK-USPS® (1-800-275-8777)
TDD/TTY Relay: Call 1-800-877-8339. Ask for 1-800-275-8777.

SMALL PARCEL ROUTING GUIDE

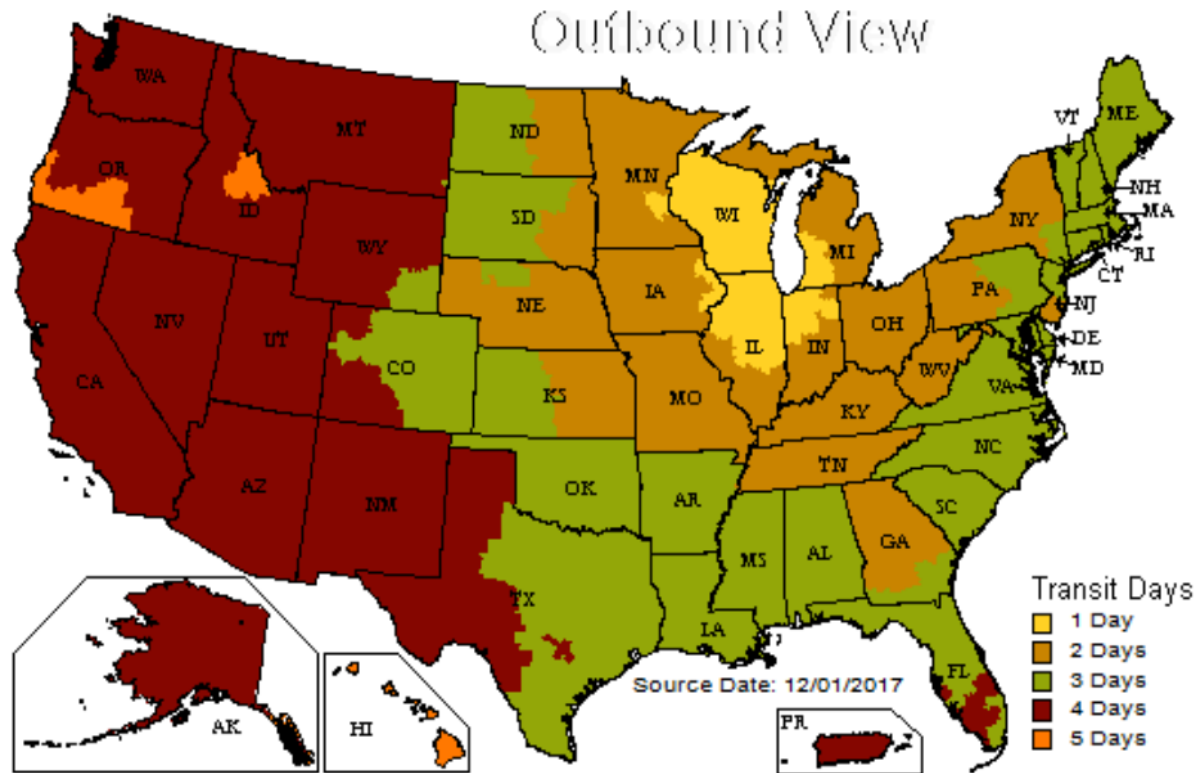


Neutral Parcel Service	ORACLE: DJO Preferred Routing- DJO Paid freight(prepaid, prepay and add)	FedEx- NON-DJO Paid freight(3 rd party/collect)	UPS- DJO Paid freight(prepaid, prepay and add)	USPS- United States Postal Service- DJO Paid freight(prepay, prepay and add)
Air: Next Day by 8:30 AM**Only allowed with written authorization by CC Mgr	BESTWAY- Air-Next Day Early AM	First Overnight	Next Day Air Early AM	Not offered
Air: Next Day by 10:30 AM	BESTWAY-Air-NextDay	Priority Overnight	Next Day Air AM	Not offered
Air Residential: Next Day by 10:30 AM	BESTWAY-Air-NextDay Air RsdI	Priority Overnight	Next Day Air AM Residential	Not offered
Air: Next Day by 4:30 PM	BESTWAY-Air-Next Day Air PM	Standard Overnight	Next Day Air PM	Not offered
Air Residential: Next Day by 4:30 PM	BESTWAY-Air-Next Day Air PM RsdI	Standard Overnight Residential	Next Day Air PM Residential	USPS Air Priority
Air: 2nd Business Day by 04:30 PM	BESTWAY-Air-2nd Day Air	2Day	2nd Day Air	Not offered
Air Residential: 2nd Business Day by 04:30 PM	BESTWAY-Air-2nd Day Air RsdI	2Day Residential	2nd Day Air Residential	Not offered
Air: 3rd Business Day by 04:30 PM	BESTWAY-Air-3 Day Select	Express Saver	3rd Day Select	Not offered
Air Residential: 3rd Business Day by 04:30 PM	BESTWAY-Air-3 Day Select RsdI	Express Saver Residential	3rd Day Air Select Residential	Not offered
Air: Saturday Delivery	BESTWAY-Air-Saturday Delivery	Saturday Priority	Saturday delivery	USPS First Class Mail / USPS Air Priority
Air Residential: Saturday Delivery	BESTWAY-Air-Saturday Delivery RsdI	Saturday Priority Residential	Saturday delivery Residential	USPS First Class Mail / USPS Air Priority
Ground: Commercial	BESTWAY-Parcel-Ground	Ground	Ground Commerical	USPS First Class Mail
Ground: Residential	BESTWAY-Parcel-Ground RsdI	Home Delivery	Ground Residential	USPS First Class Mail
International: Standard	*has to ship UPS if prepaid	International Economy	Worldwide Express	Not offered
*Signature Required	*has to ship UPS if prepaid			

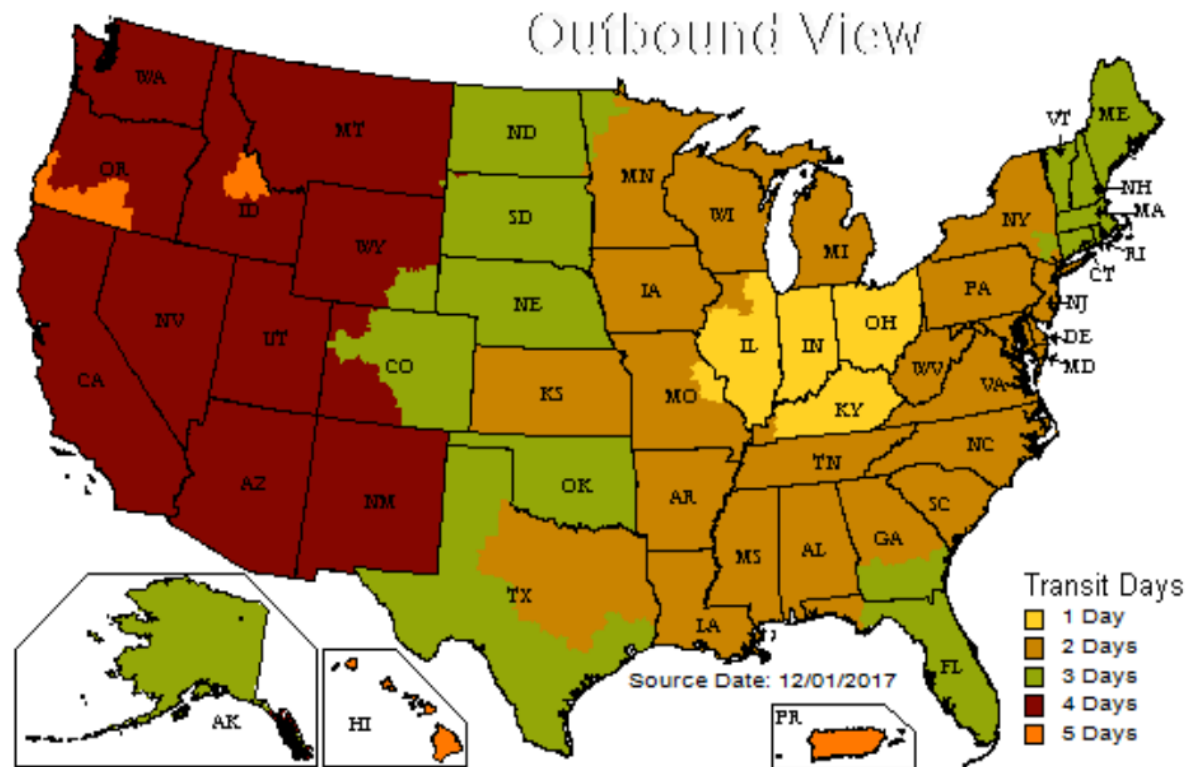
ZONES: AUSTIN, TX



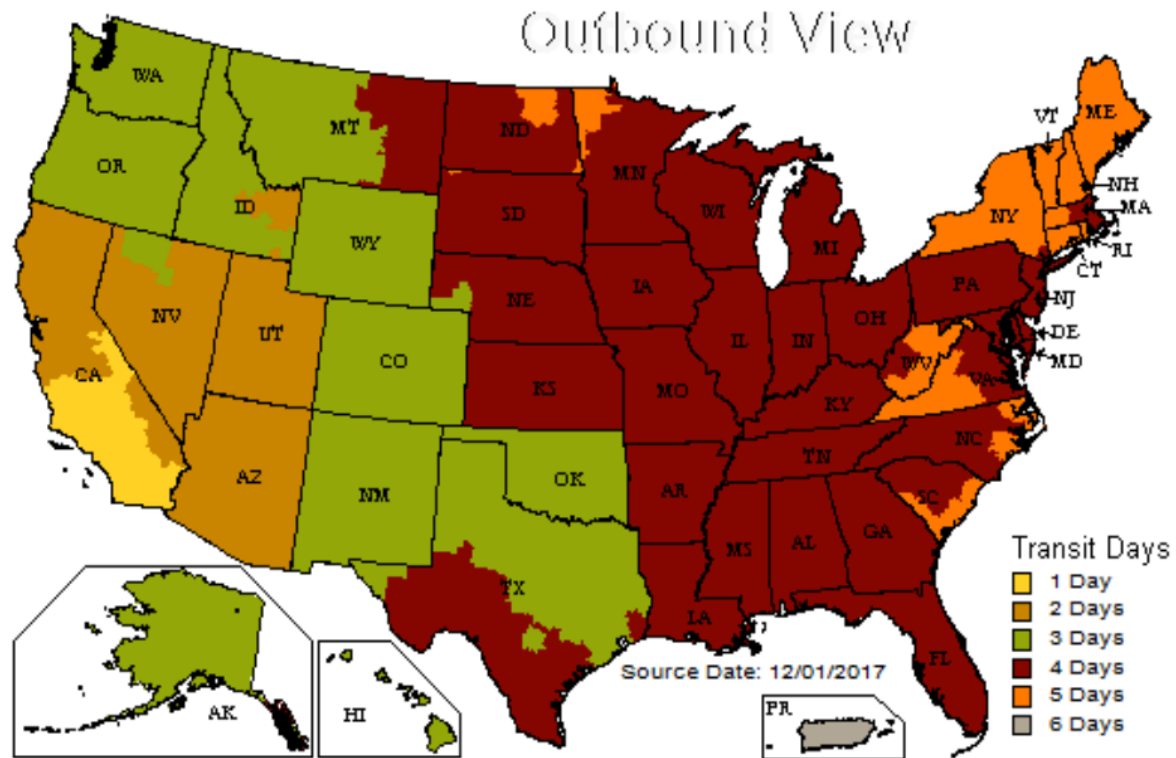
ZONE: MEQUON, WI



ZONE: PLAINFIELD, IN



ZONE: TIJUANA, MX – OTAY MESA, CA – VISTA, CA



ECHO GLOBAL INFO- ALL PALLETS(LESS THAN TRUCKLOAD AND TRUCKLOAD)



- Effective August 21, 2017, Echo Global 3PL was charged with all **Less-Than-Truckload (LTL) and Truckload (TL)** transportation procurement responsibilities for DJO Global.
- This is on any prepaid/prepay and add orders where DJO is responsible for the freight costs.
- When routing outbound LTL/TL freight please choose ECHO-LTL-Pallet in Oracle.
- As you do with parcel, please contact global shipping support on any needs or questions you have at Global.Shippingsupport@djoglobal.com.
- If you need to track a load you will need the load ID#, which is the tracking number in Oracle. Go to <https://echo.com/ShipmentTracking/EchoShipmentTrack.aspx>
- Customer Care also has a generic Echo track log in to get detailed information on load status, POD's, or BOLs. See directions at S:\public\FREIGHT REPORTING\Training Materials\How to work instructions

ECHO GLOBAL INFO- ALL PALLETS(LESS THAN TRUCKLOAD AND TRUCKLOAD)



Echo Dedicated Account Team Contact Information		
Dedicated Phone Number:	312-784-6853	
Dedicated Fax Number:	312-428-3600	
Dedicated Email Address:	djoglobal@echo.com	
UPDATED AUGUST 2017		
Individual Echo Team Contact Information		
Name	Phone	Email
TIER 1		
Kaitlin Webb Account Executive	312-784-6853	djoglobal@echo.com
Ashley Martin Account Executive		
Joshua Truman Account Executive - East Coast Contact		
TIER 2		
Matt Szafranski Operations Manager	312-784-7444	mszafranski@echo.com

Please use these dedicated methods to contact your account team, as well as information for vendor routing instructions.

Escalation - For any issues that need additional attention, please follow these escalation guidelines:

Day-To-Day Operations / Minor Operational Issues:

Items which can be resolved quickly and efficiently, are non-critical in nature and are non-repetitive expect to contact Tier 1 and escalate to Tier 2.

These issues include:

- Standard Load Information/Equipment Requests
- Standard Shipment Status
- Critical Shipments

Major Operational Issues:

Items that require immediate action above and beyond the current teams response or issues that have been diagnosed as being patterns please contact the additional Tiers up to Tier 4.

These issues include:

- Repetitive Carrier Issues
- Repetitive Late or Missed Pick-Ups
- Operational Issues Not Addressed By Team