

# Departmental Escalation List

## AGENT SUPPORT

- General Assistance
- Setting Margins
- Support Portal Management
- Calls from Agents
- Calls from Clients

*Always provide BOL#, Pro#,  
Customer Name, & Carrier Name.*

**General Inquiries/Assistance**  
helpdesk@globaltranz.com  
866-275-1407 Ext: 9908

**Agent Support**  
Rachael Cusma  
rcusma@globaltranz.com  
866-275-1407 Ext: 4199

**Agent Support & Trainer**  
Alison Szymanski  
aszymanski@globaltranz.com  
866-275-1407 Ext: 4153

**Training & Implementation  
Specialist**  
Kayla Goodhue  
kgoodhue@globaltranz.com  
978-833-0635

**Director of SCM , Customer Service  
& Agent Support**  
James Erway  
jerway@globaltranz.com  
866-275-1407 Ext: 4214

## CUSTOMER SERVICE

- Dispatch Shipments
- Finalize Shipments
- Tracking & Tracing
- Document Retrieval
- Scheduling Pick-Ups
- Creating Manual BOL's
- Rate Quoting
- General Assistance
- LTL Service Issues

*Always provide the BOL#, Pro#, Customer's Name,  
and Carrier's Name.*

**General Inquiries/Assistance**  
customerservice@globaltranz.com  
866-275-1407 Ext: 9982

**CSR Level II**  
Sarah Rennels  
srennels@globaltranz.com  
866-275-1407 Ext: 4135

**CSR Level II**  
Jennifer Mattos  
jmattos@globaltranz.com  
866-275-1407 Ext: 4194

**Director of SCM , Customer Service  
& Agent Support**  
James Erway  
jerway@globaltranz.com  
866-275-1407 Ext: 4214

## SUPPLY CHAIN MANAGEMENT

- Managed Transportation
- Warehousing Solutions
- Special Services (White Glove, etc.)

**General Inquiries/Assistance**  
scm@globaltranz.com  
866-275-1407 Ext: 9904

**Supply Chain Coordinator**  
Mayra Zazueta  
mzazueta@globaltranz.com  
866-275-1407 Ext: 4113

**Director of SCM & Customer Service**  
James Erway  
jerway@globaltranz.com  
866-275-1407 Ext: 4214

# Departmental Escalation List

## ACCOUNTS RECEIVABLE

- Rep Liability Paybacks
- Adjustment Reports
- Earnings Reports
- Invoicing: Email and Mail
- ACH Set-up and Processing
- Pay by Credit Card
- Fax CC Authorization Payments
- Fax Check Authorization Payments
- Process Rep Absorb
- Process Credit Memos
- Misapplied Payments
- Customer A/R Issues

**General A/R Inquiries & Assistance**  
ardpt@globaltranz.com  
866-275-1407  
Make a payment      Ext: 9984  
General                      Ext: 9011

**Manager**  
Amy Villegas  
avillegas@globaltranz.com  
480-339-5748

**Controller**  
Terry Tessmer  
ttessmer@globaltranz.com  
480-339-5752

**Chief Financial Officer**  
Greg Roeper  
groeper@globaltranz.com  
480-339-5762

## ACCOUNTS PAYABLE

- Reconciles LTL & TL Carriers
- Processes Payment to LTL & TL Carriers
- Reconciles & Processes Payment for Cargo Insurance
- Carrier Set-up
- Missing Carrier Invoice Retrieval

**General A/P Inquiries/Assistance**  
866. 275. 1407      Ext: 9018

**Manager**  
Marie Teweleit  
mteweleit@globaltranz.com  
480-339-5737

**Controller**  
Terry Tessmer  
ttessmer@globaltranz.com  
480-339-5752

**Chief Financial Officer**  
Greg Roeper  
groeper@globaltranz.com  
480-339-5762

## EARNINGS & ADJUSTMENTS

- Earnings Questions
- Adjustment Questions
- Bad Debt Questions

**Manager**  
Amy Villegas  
avillegas@globaltranz.com  
480-339-5748

**Director of Accounting Systems**  
Jerry Scott  
jscott@globaltranz.com  
480-339-5763

**Chief Financial Officer**  
Greg Roeper  
groeper@globaltranz.com  
480-339-5762

# Departmental Escalation List

## CREDIT

- New Customer Credit App Review and Approve
- Credit Review and Adjustments
- Billing Address/Email Changes
- Credit Reference

**General Credit Inquiries/Assistance**  
credit@globaltranz.com  
866-275-1407 Ext: 9014

**Supervisor**  
Ashley Ostwinkle  
aostwinkle@globaltranz.com  
866-275-1407 Ext: 4152

**Accounts Recievable / Collections / Credit Manager**  
Amy Villegas  
avillegas@globaltranz.com  
866-275-1407 Ext: 4179

**Controller**  
Terry Tessmer  
ttessmer@globaltranz.com  
480-339-5752

**Chief Financial Officer**  
Greg Roeper  
groeper@globaltranz.com  
480-339-5762

## COLLECTIONS

- General Collection for Customers
- Credit Card Collection
- Credit Card Disputes

**General Collections Assistance**  
collections@globaltranz.com  
866-275-1407 Ext: 9015

**Accounts Recievable / Collections / Credit Manager**  
Amy Villegas  
avillegas@globaltranz.com  
866-275-1407 Ext: 4179

**Controller**  
Terry Tessmer  
ttessmer@globaltranz.com  
480-339-5752

**Chief Financial Officer**  
Greg Roeper  
groeper@globaltranz.com  
480-339-5762

## CLAIMS

- Files and Processes Damage and Shortage Claims
- Flies and Processes Truck Load Damage and Shortage Claims
- Input Carrier Liability
- Process Claim Payments

**Carrier Claims**  
claimsdpt@globaltranz.com  
866- 275-1407 Ext: 9012

**Claims Lead**  
Griselda Chavez  
gchavez@globaltranz.com  
866-275-1407 Ext: 4127

**Executive VP of Pricing & Carrier Relations**  
Michael Bookout  
mbookout@globaltranz.com  
480-339-5764

## REBILLS & DISPUTES

- Respond to all Agents/Customers Regarding Rebill
- Work with Carriers to Resolve Disputes
- Provide Backup Documents for Agents
- Process Overcharge Claims

**Invoice Resolution**  
invoiceresolution@globaltranz.com  
866-275-1407 Ext: 9013

**Manager**  
Nathan Hutchinson  
nhutchinson@globaltranz.com  
866-275-1407 Ext: 4139

**Executive VP of Pricing & Carrier Relations**  
Michael Bookout  
mbookout@globaltranz.com  
480-339-5764

# Departmental Escalation List

## TL AGENT SUPPORT

- Bid Support
- Anything Needing to Perform Better
- Work with Market Analyst Regarding Agent Procedures

**Agent Support Representative**  
Jason Perkins  
jperkins@globaltranz.com  
623-252-1395

**Director Full Truckload Capacity**  
Van and Reefer  
Bill Grieder  
bgrieder@globaltranz.com  
480-339-5648

**President, Direct Sales**  
Mike Leto  
mleto@globaltranz.com

## TL OPERATIONS SUPPORT

- Problems /Coverage (not finding trucks)
- Assisting with Rebills
- Assist with Proper Procedure Regarding Negatives and Rebills
- Keep Globalnet Up-To-Date on a Daily Basis for Ease of Operating
- Assist A/P with Carrier Set-up and Missing Invoice Retrieval

**Operations Support**  
America Apodaca  
aapodaca@globaltranz.com  
480-339-5696

**Capacity Manager**  
Flatbed and Stepdeck  
Matt Silver  
flatbed@globaltranz.com  
866-275-1407 Ext: 9902

**Director Full Truckload Capacity**  
Van and Reefer  
Bill Grieder  
bgrieder@globaltranz.com  
480-339-5648

**President, Direct Sales**  
Mike Leto  
mleto@globaltranz.com

## TL CARRIER SAFTY & SET-UP

- Respond to all Agents & Carrier Reps with Carrier Approvals
- Insure all Carrier Paperwork is Properly Scanned
- Utilize Carrier 411 for Safety Approvals
- Update Carrier Insurances Renewals Daily
- Contact Angie Tessmer for Contract Changes

**Operations Support**  
Tim Long  
carriersetup@globaltranz.com

**Operations Support**  
Tela Turner  
carriersetup@globaltranz.com

**TL Safety Compliance Manager**  
Eric Lovitt  
elovitt@globaltranz.com  
480-339-5667

**President, Direct Sales**  
Mike Leto  
mleto@globaltranz.com

## TL POD ANALYST

- Work with A/P on Pulling POD's and Sorting Incoming Paperwork
- Respond to All Agent POD Requests
- Utilizing GNET for Invoicing Purposes
- Back Up Carrier Safety and Setup When Needed

**POD Analyst**  
America Apodaca  
tlpod@globaltranz.com  
480-339-5696

**Director Full Truckload Capacity**  
Van and Reefer  
Bill Grieder  
bgrieder@globaltranz.com  
480-339-5648

**President, Direct Sales**  
Mike Leto  
mleto@globaltranz.com

### FULL TRUCKLOAD QUOTING

- Providing pricing for full truckload shipments
- Analyze trends in the truckloads markets
- Assist in providing different pricing options for clients
- Work with carrier sales team to determine capacity surpluses and shortages
- Complete RFPs for agents

**Market Analyst**  
Michael Bellman  
ma@globaltranz.com

**Market Analyst**  
Kyle Williams  
ma@globaltranz.com

**Market Analyst-Lead**  
Mike Gauthier  
mgauthier@globaltranz.com  
480-339--5646 Ext: 2332

**President, Direct Sales**  
Mike Leto  
mleto@globaltranz.com

### VPTL AND INTERMODAL QUOTING

- Provide pricing and booking for VPTL and Intermodal shipments
- Assist in providing different pricing options for clients when necessary
- Communicate with both national and regional carriers for coverage
- Work with carriers to provide capacity in all markets
- Complete RFPs for agents

**VPTL and Intermodal**  
intermodal@globaltranz.com

**Manager, VPTL and Intermodal**  
Jake Papa  
jpapa@globaltranz.com  
480-339-5647 Ext: 2170

**President, Direct Sales**  
Mike Leto  
mleto@globaltranz.com

## EXPEDITED SERVICES QUOTING

All Quotes Requests must provide the following:

- Origin Zip Code
- Destination Zip Code
- Number of Pieces
- Weight  
(each piece if loose cartons or each pallet)
- Total Weight
- Dimensions  
(must be in standard format L" x W" x H")
- Commodity Description
- Class
- NMFC  
(Alaska, Hawaii or Puerto Rico)
- Service Level Requested
- Accessorial services requested  
(liftgate, pallet jack, inside pick-up, etc)

**Domestic Quoting Requests**  
esdomquote@globaltranz.com

(including Alaska and Hawaii  
not available online)

**International Quote Requests:**  
esintquote@globaltranz.com

(including Guam and Puerto Rico)

### Manager Expedited Services

Talya Favro  
tfavro@globaltranz.com  
866-275-1407 Ext: 4197

### Vice President Expedited Services

Chi Favro  
cfavro@globaltranz.com  
866-275-1407 Ext: 4198

## EXPEDITED SERVICES BOOKING

All Booking Requests must provide the following:

- Shipper, Address, City, State, Zip, Contact,  
Contact Phone#, Ready/Close Time
- Consignee, Address, City, State, Zip, Contact,  
Contact Phone#, Open/Close Time
- Bill To Party, Customer ID#, Address, City, State,  
Zip, Contact, Contact Phone#
- Number of Pieces
- Weight  
(each piece if loose cartons or each pallet)
- Total Weight
- Dimensions  
(must be in standard format L" x W" x H")
- Commodity Description
- Class
- NMFC  
(Alaska, Hawaii or Puerto Rico)
- Accessorial services requested  
(liftgate, pallet jack, inside pick-up, etc)
- Service Level

**Domestic Booking Requests**  
esdomquote@globaltranz.com

(including Alaska and Hawaii  
not available online)

**International Booking Requests:**  
esintquote@globaltranz.com

(including Guam and Puerto Rico)

### Manager Expedited Services

Talya Favro  
tfavro@globaltranz.com  
866-275-1407 Ext: 4197

### Vice President Expedited Services

Chi Favro  
cfavro@globaltranz.com  
866-275-1407 Ext: 4198

## EXPEDITED SERVICES TRACKING

All Tracking Requests must provide the following:

- Expedited Services Shipment Number  
(Always 7 digits – example: 9002427)
- Origin and Destination Cities
- Shipper and/or Consignee Name
- Ship Date

**Tracking Requests**  
gtzexptrack@globaltranz.com

**Manager Expedited Services**  
Talya Favro  
tfavro@globaltranz.com  
866-275-1407 Ext: 4197

**Vice President Expedited Services**  
Chi Favro  
cfavro@globaltranz.com  
866-275-1407 Ext: 4198

## EXPEDITED SERVICES FINALIZING

- Shipments will not be finalized until all charges are confirmed

**Manager Expedited Services**  
Talya Favro  
tfavro@globaltranz.com  
866-275-1407 Ext: 4197

**Vice President Expedited Services**  
Chi Favro  
cfavro@globaltranz.com  
866-275-1407 Ext: 4198

## EXPEDITED SERVICES BILLING

- Agent will be contacted and advised of discrepancies

## EXPEDITED SERVICES ISSUES

- Immediate concerns, complaints or unresolved service related issues

## PRICING DEPARTMENT

Always provide a concise and complete summary of inquiry

- LTL opportunities
- Customer specific pricing (CSP)
- Carrier setup
- Customer's own tariff
- Carrier back-soliciting

**General Inquires**  
ratedepartment@globaltranz.com

**Pricing Manager**  
Chris Scheid  
cscheid@globaltranz.com  
866-275-1407 Ext: 4200

**Executive VP Pricing & Carrier Relations**  
Michael Bookout  
mbookout@globaltranz.com  
480-339-5764

## IT HELP DESK TICKETS

- Email
- CarrierRate
- GlobalNet Support

**General Inquiries/Assistance**  
helpdesk@globaltranz.com

**IT Support**  
Carlos Powe  
cpowel@globaltranz.com  
866-275-1407 Ext: 4172

**IManager IT (Phoenix)**  
Ryan Merkl  
rmerkl@globaltranz.com  
866-275-1407 Ext: 4317

## NON-CRITICAL SYSTEM ISSUES

Non-critical issues include, but are not limited to :

- GlobalNet
- CarrierRate
- MobileNet

**General Inquiries/Assistance**  
helpdesk@globaltranz.com

**Systems Support**  
Mark Biesiada  
mbiesiada@globaltranz.com  
866-275-1407 Ext: 4186

**Manager Systems Support**  
Andrew Haines  
ahaines@globaltranz.com  
866-275-1407 Ext: 4203

## CRITICAL SYSTEM ISSUES

Critical issues include, but are not limited to:

- GlobalNet
- CarrierRate
- MobileNet

**Manager Systems Support**  
Andrew Haines  
ahaines@globaltranz.com  
866-275-1407 Ext: 4203

**Director Applications Coordination**  
Nick Chastain  
nchastain@10-4.com  
720-564-1231

**Chief Technology Officer**  
Travis Rhyan  
trhyan@10-4.com  
720-564-1231 Ext: 774



## Departmental Escalation List

### GTZ PRODUCTS & SERVICES

- Code Snippet Changes
- Web Services
- MyLTL.Net

**Manager Systems Support**  
Andrew Haines  
ahaines@globaltranz.com  
866-275-1407 Ext: 4203

**Director Applications Coordination**  
Nick Chastain  
nchastain@10-4.com  
720-564-1231

**Chief Technology Officer**  
Travis Rhyan  
trhyan@10-4.com  
720-564-1231 Ext: 774

### EDI

Including, but not limited to:

- Customer Integration
- Carrier Implementation
- Carrier Dispatch Exceptions

**EDI Specialist**  
Grace Serrano  
gserrano@globaltranz.com  
866-275-1407 Ext: 4111

**Manager Systems Support**  
Andrew Haines  
ahaines@globaltranz.com  
866-275-1407 Ext: 4203

**Director Applications Coordination**  
Nick Chastain  
nchastain@10-4.com  
720-564-1231

**Chief Technology Officer**  
Travis Rhyan  
trhyan@10-4.com  
720-564-1231 Ext: 774

### DEVELOPMENT FEEDBACK/IDEAS

Including, but not limited to:

- Enhancements
- GlobalNet Bugs
- CarrierRate Bugs
- Report Requests

**Manager Systems Support**  
Andrew Haines  
ahaines@globaltranz.com  
866-275-1407 Ext: 4203

**Manager Product Design**  
Brant Brunner  
bbrunner@10-4.com  
720-564-1231 Ext: 774

**Director Applications Coordination**  
Nick Chastain  
nchastain@10-4.com  
720-564-1231

**Chief Technology Officer**  
Travis Rhyan  
trhyan@10-4.com  
720-564-1231 Ext: 774