

# MABD – MUST ARRIVE BY DATE AND SPECIAL ROLLOUTS

## A DEPENDABLE PARTNER

The success of your special rollout, product launch or seasonal promotion depends on your customers receiving your products on time and undamaged. When your reputation is on the line, you need the dependability of OD. With one of the best on-time records and lowest claims ratios in the industry, your project is our priority.

## OD ADVANTAGE

Because of OD's strong relationships with all major retailers, on time record and low claims ratio our MABD Customers:

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



### EVERY MABD SHIPMENT AT OD:

- Is flagged in the OD system showing special delivery dates for Service Centers.
- Is monitored by specific 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 Rollouts/Project Department.

## SERVICE LEVELS

**MABD LEVEL 1:** Ships *OD Standard LTL* with enough time to meet delivery requirements with normal transit times By 5:00pm. Shipments are flagged in the OD system for monitoring accurate delivery but not guaranteed.

**MABD LEVEL 2:** Requires\* *OD Guaranteed* service within normal transit times to meet delivery requirements by 5:00pm. Shipments are flagged in the OD system to guarantee delivery requirements are met.

**MABD LEVEL 3:** Requires\* *OD On Demand* service to meet delivery requirements shorter than standard transit times or time specific deliveries. Shipments are flagged in the OD system to guarantee delivery requirements are met.

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

## CUSTOMER REQUIREMENTS

- Shipper Contact Name/Number
- Consignee Contact Name/Number
- Any Special Delivery Instructions
- Include MABD Dates
- Indicate "Project MABD" on the BOL

Customer Service, Monday-Friday: 8:00AM to 5:00PM  
All shipments must be set up through OD's Rollout/Special Project Department.

**odfl.com**  
**866.637.7333**  
**Special.Rollouts@odfl.com**

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OD DOMESTIC

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OD TECHNOLOGY

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