

# 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**  
Jill Carpenter  
jcarpenter@globaltranz.com  
866-275-1407 Ext: 5379

**Manger of Agent Operations**  
Jennifer Gomez  
j.gomez@globaltranz.com  
866-275-1407 Ext: 4194

## CUSTOMER SERVICE

- Dispatch Shipments
- Finalize Shipments
- Tracking & Tracing
- Scheduling Pick-Ups
- 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 Lead POD 1**  
Mikhail Vaynerman  
mvaynerman@globaltranz.com  
866-275-1407 Ext: 4173

**CSR Lead POD 2**  
Alec Pimentel  
apimental@globaltranz.com  
480-339-5415 Ext: 5415

**Manger of Agent Operations**  
Jennifer Gomez  
j.gomez@globaltranz.com  
866-275-1407 Ext: 4194

## SUPPLY CHAIN MANAGEMENT

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

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

**White Glove**  
finalmile@globaltranz.com

**Supply Chain Supervisor**  
Kate Wymore  
kwymore@globaltranz.com  
866-275-1407 Ext: 5384

**VP of Carrier Operations**  
Grant Glasser  
gglasser@globaltranz.com  
866-275-1407 Ext: 2333

## 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
- Customer A/R Issues

**General A/R Inquiries & Assistance**  
ardpt@globaltranz.com  
866-275-1407  
Make a payment      Ext: 9920  
General                      Ext: 9011

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

**VP of Finance**  
Rob Brunton  
rbrunton@globaltranz.com  
480-339-5451

## 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  
LTL Inquiries   Ext. 9018  
aprequests@globaltranz.com  
TL Inquiries   Ext. 9019  
APTLrequests@globaltranz.com

**Manager**  
Emily Stratton  
estratton@globaltranz.com  
866-275-1407      Ext: 5390

**VP of Finance**  
Rob Brunton  
rbrunton@globaltranz.com  
480-339-5451

## EARNINGS & ADJUSTMENTS

- Earnings Questions
- Adjustment Questions
- Bad Debt Questions

**General E/A Inquiries/Assistance**  
earnings2@globaltranz.com

**Agent Report Specialist**  
Anabel Olivas  
aolivas@globaltranz.com  
480-339-5754

**Manager of Earnings Reporting**  
John Hohman  
jhohman@globaltranz.com  
866-275-1407      Ext:5536

**VP of Finance**  
Rob Brunton  
rbrunton@globaltranz.com  
480-339-5451

## CREDIT

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

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

**Manager**  
Chris Kyriakopoulos  
ckyriakopoulos@globaltranz.com  
480-339-5890

**VP of Finance**  
Rob Brunton  
rbrunton@globaltranz.com  
480-339-5451

## COLLECTIONS

- Submit Rep Absorbs for Agents when unable to process in Command Center
- All Customer Inquiries except for Credit Increases
- Payment Status Updates
- Research Misapplied Payments
- New Customer Onboarding

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

**Manager**  
Angela Lannefeld  
alannefeld@globaltranz.com  
866-275-1407 Ext: 2393

**VP of Finance**  
Rob Brunton  
rbrunton@globaltranz.com  
480-339-5451

## CASH APPLICATION

- Misapplied Payments
- Payment Remittance
- Payments over the Phone

**General Cash App Inquiries**  
remits@globaltranz.com  
866-275-1407 Ext: 9920

**Manager**  
Chris Kyriakopoulos  
ckyriakopoulos@globaltranz.com  
480-339-5890

**VP of Finance**  
Rob Brunton  
rbrunton@globaltranz.com  
480-339-5451

## LTL PRICING DEPARTMENT

Always provide a concise and complete summary of inquiry

- LTL opportunities
- LTL customer specific pricing (CSP)
- LTL carrier setup
- LTL customer's own tariff
- LTL carrier back-soliciting

**General Inquires**  
ratedepartment@globaltranz.com

**Pricing Administrator**  
Brett Prechel  
bprechel@globaltranz.com  
480-339-5381

**VP of Pricing**  
Chris Scheid  
cscheid@globaltranz.com  
480-339-5784

**LTL Client Specific Pricing (CSP)**  
LTLclientspecific@globaltranz.com

## CLAIMS

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

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

**Claims Lead**  
Anthony Hernandez  
a.hernandez@globaltranz.com  
866-275-1407 Ext: 5503

**VP of Carrier Operations**  
Grant Glasser  
gglasser@globaltranz.com  
866-275-1407 Ext: 2333

## REBILLS & DISPUTES

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

**IR Lead POD1 - Carriers A-M**  
Mindy Anaya  
IRPOD1@globaltranz.com

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

**VP of Carrier Operations**  
Grant Glasser  
gglasser@globaltranz.com  
866-275-1407 Ext: 2333

**IR Lead POD2 - Carriers N-Z**  
Caitlin Macfarlane  
IRPOD2@globaltranz.com

**IR Lead Trainer**  
Carl Fields  
cfields@globaltranz.com  
866- 275-1407 Ext: 2358

## 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)

**Supervisor**  
Michelle Bredl-Cuadra  
mcuadra@globaltranz.com  
866-275-1407 Ext: 5539

**Manager of Expedited Services**  
Michael Owen  
mowen@globaltranz.com  
866-275-1407 Ext: 4147

## 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)

**Supervisor**  
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mcuadra@globaltranz.com  
866-275-1407 Ext: 5539

**Manager of Expedited Services**  
Michael Owen  
mowen@globaltranz.com  
866-275-1407 Ext: 4147

## 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

**Supervisor**  
Michelle Bredl-Cuadra  
mcuadra@globaltranz.com  
866-275-1407 Ext: 5539

**Manager of Expedited Services**  
Michael Owen  
mowen@globaltranz.com  
866-275-1407 Ext: 4147

## EXPEDITED SERVICES FINALIZING

- Shipments will not be finalized until all charges are confirmed

## EXPEDITED SERVICES BILLING

- Agent will be contacted and advised of discrepancies

## EXPEDITED SERVICES ISSUES

- Immediate concerns, complaints or unresolved service related issues

**Supervisor**  
Michelle Bredl-Cuadra  
mcuadra@globaltranz.com  
866-275-1407 Ext: 5539

**Manager of Expedited Services**  
Michael Owen  
mowen@globaltranz.com  
866-275-1407 Ext: 4147

## 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

## CRITICAL SYSTEM ISSUES

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

**Chief Technology Officer**  
John Hess  
jhess@globaltranz.com  
720-239-2388

## GTZ PRODUCTS & SERVICES

- EDI/ API
- Code Snippet Changes
- Web Services

**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

**Chief Technology Officer**  
John Hess  
jhess@globaltranz.com  
720-239-2388

## DEVELOPMENT FEEDBACK/IDEAS

Including, but not limited to:

- Enhancements
- GlobalNet Bugs
- CarrierRate Bugs
- Report Requests

**Bright Ideas**  
<https://globaltranz.brightidea.com>

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



## TL AGENT SUPPORT

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

**Full Truckload Agent Support**  
TLagentsupport@globaltranz.com

**Senior Manager of TL Operations**  
Marc Santuccio  
msantuccio@globaltranz.com  
480-291-6099

## TL CARRIER SAFETY & 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

**Carrier Compliance**  
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**  
tlpod@globaltranz.com

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

**VP of Finance**  
Rob Brunton  
rbrunton@globaltranz.com  
480-339-5451

## 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**  
ma@globaltranz.com

**Manager of Truckload Administration**  
Fred Morgan  
fmorgan@globaltranz.com  
866-275-1407 Ext 6511

**Director of Truckload Operations**  
Ben Buchanan  
bbuchanan@globaltranz.com  
480-339-5619

## 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**  
vptl@globaltranz.com

**Intermodal**  
intermodal@globaltranz.com

**Manager of Specialized Services**  
Brian Sepe  
bsepe@globaltranz.com  
480-339-5623

**Senior Manager of Flatbed Capacity**  
Adam Sosna  
asosna@globaltranz.com  
480-339-5644

## FLATBED

**Flatbed**  
flatbed@globaltranz.com

**Manager of West Coast Flatbed**  
Heath Nelson  
hnelson@globaltranz.com  
480-335-5531

**Manager of East Coast Flatbed**  
Drew Ansara  
dansara@globaltranz.com  
480-339-5641

**Manager of Midwest Flatbed**  
Brice Beutner  
bbeutner@globaltranz.com  
480-339-5812

**Senior Manager of Flatbed Capacity**  
Adam Sosna  
asosna@globaltranz.com  
480-339-5644

**Director of Truckload Operations**  
Ben Buchanan  
bbuchanan@globaltranz.com  
480-339-5619

## VAN

**Van**  
van@globaltranz.com

**Manager of West Coast Van**  
Johnny Lopez  
jlopez@globaltranz.com  
480-291-6043

**Manager of Midwest Van**  
Reggie Relf  
rrelf@globaltranz.com  
480-339-5651

**Manager of Southeast Van**  
Brian Serbalik  
bserbalik@globaltranz.com  
480-339-5882

**Manager of Northeast Van**  
Paul Jones  
pjones@globaltranz.com  
480-339-5636

**Manager of Pacific Northwest Van**  
Ryan Feuerbach  
rfeuerbach@globaltranz.com  
480-291-6298

**Senior Manager of Van Capacity**  
Dustine McMillen  
dmcmillen@globaltranz.com  
480-339-5649

**Director of Truckload Operations**  
Ben Buchanan  
bbuchanan@globaltranz.com  
480-339-5619

## REEFER

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**Reefer**  
reefer@globaltranz.com

**Manager of Reefer Operations**  
Sean Delnoce  
sdelnoce@globaltranz.com  
480-339-5891

**Senior Manager of TL Operations**  
Marc Santuccio  
msantuccio@globaltranz.com  
480-291-6099

**Director of Truckload Operations**  
Ben Buchanan  
bbuchanan@globaltranz.com  
480-339-5619