



## TRANSPORTATION GUIDE

NORDAM Purchase Order Terms & Conditions: “Seller shall arrange the shipping using the carrier and mode of transportation specified in Buyer’s Transportation Guide found on [www.nordam.com/suppliers](http://www.nordam.com/suppliers) under “NORDAM Transportation Requirement.” Where freight costs will be charged to Buyer, Seller shall be liable for any excess freight charges and insurance charges if Seller fails to follow these instructions.” (NORDAM maintains a list of “other core carriers” not identified on this guide to support our business needs. Please contact your buyer if the freight to be tendered is outside the capabilities of the companies listed below.)

\*Unless otherwise directed by NORDAM Purchase Order and /or written authorization from the NORDAM buyer, Shipper is responsible for selecting the **most economical shipping method** based on the freight’s physical requirements (weight, dims, time sensitive {dry ice}, etc.) and transit time. Please contact Pam Holcomb (918) 878-4662 if you have any questions or need further guidance.

We understand the occasional shipment that will be sent via a carrier not on the Transportation Guide, but those shipments should only take place if a “Preferred Carrier” cannot meet the needs for the shipment to NORDAM.

### Domestic – USA – all weight references below are based on “weight or volume” \*\*

#### Less Than Truck Load (LTL) \*\*

<u>Carrier</u>	<u>Service or Transit Time</u>	<u>Phone Number</u>	<u>Email/Website</u>	<u>Contact Name</u>
FedEx Freight	2-6 Days	800-GO-FEDEX 800-463-3339	<a href="http://www.fedexfreight.fedex.com/locations.jsp">www.fedexfreight.fedex.com/locations.jsp</a>	N/A
UPS Supply Chain Solutions (Shipments that exceed Ground Package requirements)	2-6 Days	800-443-6379	<a href="http://www.upsscs.com">www.upsscs.com</a>	N/A
UPS Freight	2-6 Days	800-333-7400	<a href="mailto:customerservice@upsfreight.com">customerservice@upsfreight.com</a>	N/A

\* Ground Maximum Package Size: 108” length; 165” in combined length plus Girth

#### Small Package – 100 lbs. or less \*\*

<u>Carrier</u>	<u>Service or Transit Time</u>	<u>Phone Number</u>	<u>Email/Website</u>	<u>Contact Name</u>
UPS Supply Chain Solutions	*Ground, 2 <sup>nd</sup> Day Air, Next Day Air Saver	800-PICK-UPS 800-742-5877	<a href="https://www.ups.com">https://www.ups.com</a>	N/A

Effective date October 6, 2016

FedEx Express

\*Ground, Express Saver, 800-GO-FEDEX  
 2<sup>nd</sup> Day Air, Standard Overnight 800-463-3339  
 Priority Overnight

[www.fedex.com](http://www.fedex.com)

N/A

**Frozen / Refrigerated \*\***

<u>Carrier</u>	<u>Service or Transit Time</u>	<u>Phone Number</u>	<u>Email/Website</u>	<u>Contact Name</u>
Coyote Logistics	Truck Load or LTL 1-5 Days	847-810-4799	NORDAM@coyote.com	NORDAM Team
FedEx Custom Critical	Truck Load 1-6 Days	866-280-1810	<a href="http://customcritical.fedex.com/us/shipping/">http://customcritical.fedex.com/us/shipping/</a>	N/A

**Truckload (TL)\*\***

<u>Carrier</u>	<u>Service or Transit Time</u>	<u>Phone Number</u>	<u>Email/Website</u>	<u>Contact Name</u>
Coyote Logistics	Truck Load 1-5 Days	847-810-4799	NORDAM@coyote.com	NORDAM Team

**International Shipments - all weight references below are based on "weight or volume"****Import / Export  
Shipments to/from  
USA \*\***

<u>Carrier</u>	<u>Service or Transit Time</u>	<u>Phone Number</u>	<u>Email/Website</u>	<u>Contact Name</u>
UPS	*Worldwide Expedited 2-5 Days	800-PICK-UPS	<a href="http://www.ups.com">www.ups.com</a>	N/A
	Worldwide Saver 1-3 Days	800-742-5877		
	Worldwide Express 1-3 Days			
FedEx Express	*Intl Economy Freight International Priority 1-5 Days	800-GO-FEDEX 800-463-3339	<a href="http://www.fedex.com">www.fedex.com</a>	N/A

Effective date October 6, 2016

## AOG

<u>Carrier</u>	<u>Service or Transit Time</u>	<u>Phone Number</u>	<u>Email/Website</u>	<u>Contact Name</u>
UPS Express Critical	Same Day	(877) 363-2647 <i>Answered 24/7/365</i>	<a href="mailto:SCS-ExpELP@ups.com">SCS-ExpELP@ups.com</a>	N/A
FedEx	Same Day	(800) 399-5999	<a href="http://www.fedexsameday.com">www.fedexsameday.com</a>	N/A

## Local Shipments within the Tulsa Area

<u>Carrier</u>	<u>Service or Transit Time</u>	<u>Phone Number</u>	<u>Email/Website</u>	<u>Contact Name</u>
iLead Courier	NORDAM to NORDAM	918-693-5836	N/A	N/A
NORDAM Truck	Tulsa Area Only		<a href="mailto:TulsaDispatch@nordam.com">TulsaDispatch@nordam.com</a>	N/A

## Customs Brokerage

<u>Company</u>	<u>Service or Transit Time</u>	<u>Phone Number</u>	<u>Email/Website</u>	<u>Contact Name</u>
UPS Supply Chain Solutions	Air, Ground, Ocean	Shipments to Tulsa Email <a href="mailto:dfwdocdesk@ups.com">dfwdocdesk@ups.com</a> Otherwise call local office	<a href="http://www.ups-scs.com">www.ups-scs.com</a>	N/A
Schenker	Air, Ground, Ocean	Call Local Office	<a href="http://www.schenker.com">www.schenker.com</a>	N/A
DSV	Air, Ground, Ocean	Call Local Office	<a href="http://www.dsv.com">www.dsv.com</a>	N/A
FedEx Trade Networks	Air, Ground, Ocean	Call Local Office	<a href="http://www.ftn.fedex.com">www.ftn.fedex.com</a>	N/A

Effective date October 6, 2016

**Shipments to NORDAM Europe**      DHL Account# 953636976      Separate instructions will be provided for Urgent/Expedite/AOG/HAZMAT/DG shipments

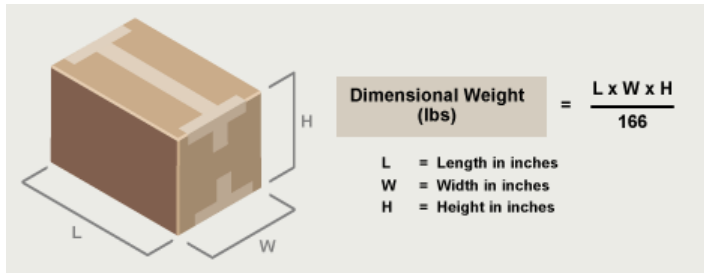
<u>Company</u>	<u>Service or Transit Time</u>	<u>Phone Number</u>	<u>Email/Website</u>	<u>Contact Name</u>
DHL	<b>*Worldwide Saver</b> 2-3 Days	Call local office		N/A
DSV Air & Sea	<b>*Economy</b> 3-14 Days	Call local office	<a href="http://www.dsv.com">www.dsv.com</a>	N/A

**Italy Shipments Only**

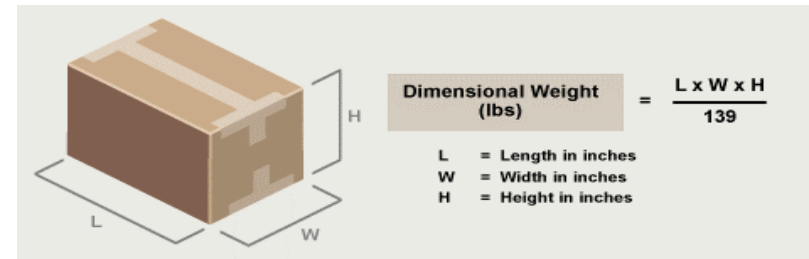
World Cargo	ITALY Shipments ONLY	0039-02-92271294	<a href="http://www.worldcargo.it">www.worldcargo.it</a>	Roberto Colucci Natalino Rocchi
Estes Forwarding Worldwide (Broker)	ITALY Shipments ONLY Air, Ground, Ocean	Call Local Office	<a href="http://www.efwnow.com">www.efwnow.com</a>	N/A

## Packaging / Size & Weight Guidelines

### Determine Dimensional Weight – for *Domestic Ground Shipments*\*\*



### Determine Dimensional Weight – for *International Shipments*\*\*



### Determine Dimensional Weight – *LTL Shipments*\*\*



Length + 2x Width + 2x Height

Step 1 – Determine Length (measure the longest side of the package)

Step 2 – Determine Girth (2x Width + 2X Height)

Step 3 – Add the Length to the total Width and total Height = DIM Weight

Length – 12.5"

Width – 12.5" x 2 = 25"

Height – 6.25" x 2 = 12.5"

Package Measurement – 12.5" + 25" + 12.5" = 50" this package could be shipped Ground

## Packaging / Size & Weight Guidelines

### Small Package

FedEx Ground – Size & Weight Restrictions

[http://www.fedex.com/us/service-guide/choose-service/package-shipments/us-packages.html?ggroup=toggle-c4&qid=FedEx\\_Ground](http://www.fedex.com/us/service-guide/choose-service/package-shipments/us-packages.html?ggroup=toggle-c4&qid=FedEx_Ground)

Maximum Package Weight: 100 lbs. (packages weighing 100-150 lbs., must be marked with "heavy box markings")

Effective date October 6, 2016

*Maximum Package Size: 108" length; 165" in combined length plus Girth (L+2W+2H)*

### FedEx Express – Size & Weight Restrictions

[http://www.fedex.com/us/service-guide/choose-service/package-shipments/us-packages.html?qgroup=toggle-c4&qid=FedEx\\_Ground](http://www.fedex.com/us/service-guide/choose-service/package-shipments/us-packages.html?qgroup=toggle-c4&qid=FedEx_Ground)

- Priority Shipping

*Maximum Package Weight: 100 lbs. (packages weighing 100-150 lbs., must be marked with "heavy box markings")*

*Maximum Package Size: 119" in length; 165" in combined length plus Girth (L+2W+2H)*

### FedEx Ground Multi-Weight – Size & Weight Restrictions

<http://www.fedex.com/us/service-guide/options/index.html>

*Average package weight should be 15-20 lbs.*

*Up to 150 lbs. Per package; 108" in length; 130" in length plus girth (L+2W+2H)*

*Total shipment must be 200 lbs or more.*

### UPS Ground – Size & Weight Restrictions

[https://www.ups.com/content/us/en/resources/prepare/weight\\_size.html](https://www.ups.com/content/us/en/resources/prepare/weight_size.html)

*Maximum Package Weight: 100 lbs. (packages weighing 70-150 lbs., must be marked with "heavy box markings")*

*Maximum Package Size: 108" length; 165" in combined length plus Girth (L+2W+2H)*

*Effective June 6, 2016: Any package with the longest side exceeding 48" will be assessed an additional handling fee. The current rule when a package's second longest side exceeds 30" is assessed a \$10.50 handling fee is not changing*

## Domestic / International Freight Forwarding Customs Brokerage

### UPS – SCS

<http://www.ups-scs.com/index.html>

*Packages exceeding 50 lbs.*

*Oversized packages should be coordinated with Shipping Department*

### DSV – Global Transport and Logistics

<http://www.dsv.com/>

*Packages exceeding 50 lbs.*

*Oversized packages should be coordinated with Shipping Department*

### FedEx Express International

*Packages under 50 lbs.*

### DHL World Wide

<http://www.dhl.com/en.html>

Effective date October 6, 2016

Nacelle / Thrust Reverser Systems Division Packaging Guidelines

It is the responsibility of the supplier to insure that all items are packaged and shipped properly using the following as a guideline:

- ✓ Each part/item will be clearly identified and packaged
- ✓ Parts are to be packaged with paper layers and /or individually in bags. No metal to metal contact will be accepted. This also applies to items made from other materials
- ✓ The supplier shall package shipments of multiple line items in quantities not to exceed the quantity ordered per line item on the purchase order
- ✓ Each line item shall be packaged separately
- ✓ Proper and appropriate containers shall be used to prevent damage to packaged parts, and in accordance with the International Plant Protection Convention (IPPC) for Wood Packaging Materials (WPM)
- ✓ Proper and appropriate dunnage is to be used as cushioning to prevent shifting of parts and damage in transit
- ✓ Parts outside the weight and dimension limit for UPS or FedEx (see above in the NORDAM Transportation Guide) need to be shipped in something other cardboard box to prevent damage
- ✓ Shipments over 75 pounds should be divided into multiple containers or secured and shipped on a pallet in such a manner that shall prevent damage
- ✓ The supplier shall include with each shipment, all documentation required by the applicable purchase order and the NORDAM Supplier Quality Manual. All documents shall be accurate, legible and in English
- ✓

These guidelines do not relieve the supplier of the responsibility for properly controlling the packaging and shipping function in a manner that prevents damage in handling and in transit. Shipments arriving not in accordance with the above, or with obviously inadequate packaging, are subject to rejection and return, at the cost of the supplier.

**Ship using the NORDAM addresses only as listed below and put any additional information in the reference field of your shipping information. Any variations currently in your system need to be deleted.**

NORDAM Addresses / Shipping / Receiving Hours of Operation

**INTERIORS & STRUCTURES DIVISION (INS)**  
 6910 N Whirlpool Drive  
 Tulsa, OK 74117

Receiving Days/Hours	Receiving Point of Contact	Shipping Days/Hours	Shipping Point of Contact
<b>Mon – <u>Thur</u></b> 6:00am–4:30pm <b>Fri</b> 6:00am–11:00am	<b>Gary Ashlock</b> <a href="mailto:gashlock@nordam.com">gashlock@nordam.com</a> (918) 401-5234 office (918) 260-6824 cell  Ann Monin <a href="mailto:amonin@nordam.com">amonin@nordam.com</a> (918) 401-5278 office (918) 645-0326 cell	<b>Mon – <u>Thur</u></b> 7:00am–5:30pm <b>Fri</b> Closed or by Appointment	<b>Steve Harlin</b> <a href="mailto:sharlin@nordam.com">sharlin@nordam.com</a> (918) 401-5148  <b>Cindy Tiepelman</b> <a href="mailto:ctiepelman@nordam.com">ctiepelman@nordam.com</a> (918) 401-5681

Effective date October 6, 2016

**NACELLES & THRUST REVERSERS DIVISION (NTR)**

6911 N Whirlpool Drive  
Tulsa, OK 74117

Receiving Days/Hours	Receiving Point of Contact	Shipping Days/Hours	Shipping Point of Contact
<b>Mon – Fri</b> <b>5:00am-4:30pm</b>	<u>Kurt Tschaepe</u> (918) 878-4328 Office (918) 845-3592 Cell  <b>*Must contact for Receiving for deliveries after 4:30pm</b>	<b>Mon – Thur</b> 7:00am-5:30pm <b>Fri</b> 7:00am-12:00pm	<b>Kyle Curtis</b> <a href="mailto:kcurtis@nordam.com">kcurtis@nordam.com</a> (918) 878-4166 office  <b>Joe Basks</b> <a href="mailto:jbasks@nordam.com">jbasks@nordam.com</a> (918) 401-5633

**TRANSPARENCY DIVISION (NTD)**

7018 N. Lakewood  
Tulsa, OK 74117

Receiving Days/Hours	Receiving Point of Contact	Shipping Days/Hours	Shipping Point of Contact
<b>Mon – Thur</b> 7:00am – 4:30pm <b>Fri</b> 7:00am-11:00am	<b>Shelia Washington</b> <a href="mailto:sshalowwashington@nordam.com">sshalowwashington@nordam.com</a> (918) 274-2759  <b>William Kilgore</b> <a href="mailto:wkilgore@nordam.com">wkilgore@nordam.com</a> (918) 274-2854	<b>Mon – Thur</b> 7:00 am – 11:30am 12:00pm - 4:30pm <b>Fri</b> 7:00am-11:00am	<b>Shelia Washington</b> <a href="mailto:sshalowwashington@nordam.com">sshalowwashington@nordam.com</a> (918) 274-2759

Effective date October 6, 2016



**TRANSPARENCY DIVISION (NTD)**

1050 E. Archer Street  
Tulsa, OK 74106

Receiving Days/Hours	Receiving Point of Contact	Shipping Days/Hours	Shipping Point of Contact
Mon – Fri 6:00am– 2:00pm	Al Cockrell <a href="mailto:acockrell@nordam.com">acockrell@nordam.com</a> (918) 274-2878	No Shipping	No Shipping

**REPAIR DIVISION (NRD)**

**Repair Receiving (Lobby 8am -5pm Mon-Fri)**  
11200 E. Pine  
Tulsa, OK 74116

11045 E. Newton (Receiving 7am – 3:30pm Mon-Fri)  
Tulsa, OK 74116

**Repair Receiving Customer (8am – 8pm Mon-Fri)**  
11153 E. Newton  
Tulsa, OK 74116

Receiving Days/Hours	Receiving Point of Contact	Shipping Days/Hours	Shipping Point of Contact
Mon – Fri 8:00am – 6:00pm	<b>Jo WhiteEagle-Mattix</b> <a href="mailto:jmattix@nordam.com">jmattix@nordam.com</a> (918) 878-6785  <b>Justin France</b> <a href="mailto:jfrance@nordam.com">jfrance@nordam.com</a> (918) 878-6201	Mon – Fri 8:00am-8:00 pm	<b>Jo WhiteEagle-Mattix</b> <a href="mailto:jmattix@nordam.com">jmattix@nordam.com</a> (918) 878-6785  <b>Nadee Yang</b> <a href="mailto:nyang@nordam.com">nyang@nordam.com</a> (918) 878-6784  <b>Justin France</b> <a href="mailto:jfrance@nordam.com">jfrance@nordam.com</a> (918) 878-6201
Mon – Fri 7:00am–3:30pm	<b>Mark Robbins</b> <a href="mailto:markrob@nordam.com">markrob@nordam.com</a> (918) 878-6406	No Shipping	No Shipping

VICTORVILLE DIVISION (NRV)  
 13644 George Blvd, Ste 13  
 Victorville, CA 92934

Receiving Days/Hours	Receiving Point of Contact	Shipping Days/Hours	Shipping Point of Contact
Mon-Fri 7:00am- 3:30pm (Pacific Time)	<b>Starr Coleman</b> <a href="mailto:tcoleman@nordam.com">tcoleman@nordam.com</a> (918) 878-6433	Mon-Fri 7:00am- 3:30pm (Pacific Time)	<b>Starr Coleman</b> <a href="mailto:tcoleman@nordam.com">tcoleman@nordam.com</a> (918) 878-6433

Effective date October 6, 2016

**PRISM DIVISION (CLOSED)**

516 E. 5<sup>th</sup> Street  
Tulsa, OK 74120

or

525 E. 6<sup>th</sup> Street  
Tulsa, OK 74120

**DO NOT SHIP TO THIS LOCATION  
SHIP TO NORDAM REPAIR DIVISION**

**NORDAM MEXICO**

Chihuahua Mexico  
Calle Taguchi 18901  
Parque Industrial Supra III Etapa  
Chihuahua, Mexico  
C.P. 31183

Receiving Days/Hours	Receiving Point of Contact	Shipping Days/Hours	Shipping Point of Contact
<b>Mon – Fri</b> 6:00am - 4:30pm	<b>Claudia Corral</b> <a href="mailto:ccorral@nordam.com">ccorral@nordam.com</a> Cell: (614) 239-7457 Office: (614) 158-0119	<b>Mon – Fri</b> 9:00am - 4:30pm	<b>Claudia Corral</b> <a href="mailto:ccorral@nordam.com">ccorral@nordam.com</a> Cell: (614) 239-7457 Office: (614) 158-0119
<b>Saturday by Appointment</b>	<b>Victor Marquez</b> <a href="mailto:vmarquez@nordam.com">vmarquez@nordam.com</a> (614) 158-0120		<b>Victor Marquez</b> <a href="mailto:vmarquez@nordam.com">vmarquez@nordam.com</a> (614) 158-0120  ***For full load trucks we prefer to <b>dispatch</b> the truck on <b>Friday before noon</b> so it can cross the border during the weekend and arrive in Tulsa <b>by Monday</b> .

Effective date October 6, 2016

## NORDAM Holidays

- New Year's Day
- Good Friday
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving (2 day holiday -Thursday and Friday)
- Christmas (2 day holiday – assigned annually)

In emergency where NORDAM division contact may not be reached, the following Corporate Transportation contact may be reached for assistance.

Pam Holcomb

Transportation Analyst Sr.

[pholcomb@nordam.com](mailto:pholcomb@nordam.com)

Office: (918) 878-4662 / Cell: (918) 346-3289