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To: ALL CUSTOMERS  
Date: January 10, 2025  
Subject: **SHIPPING DELAYS: NATIONAL SERVICE DISRUPTION**

Dear Valued Customer,

UPS and FedEx are experiencing nationwide shipment delays due to severe weather conditions, California wildfires, hub closures, and other operational challenges.

### **FedEx Service Disruptions**

FedEx has activated contingency plans to manage impacts from a significant weather disruption at their Memphis hub on January 9, 2025. From January 10, 2025, FedEx will hand off some legacy Express volume to legacy Ground and Freight at origin. From January 11, 2025, FedEx Priority and Standard Overnight services will resume transit. **Delays may occur for shipments with delivery commitment dates from January 10-15, 2025.**

### **UPS Service Disruptions**

UPS has also announced service delays, with disruptions significantly impacting operations across several facilities.

Winter Storm Blair has affected UPS services across the Central and Eastern United States. Additionally, severe conditions have impacted the Louisville, KY Worldport hub, resulting in further air network delays. **Although your location may not be impacted by adverse weather, the movement of packages in the network may be delayed by conditions in other areas.**

Effective January 8 - 10, 2025, UPS is making the following operational adjustments for Air shipments delivered in the U.S. due to Winter Storm Cora, impacting large areas of Texas and Atlanta, GA areas, UPS Operations will relax air commit times for Saturday, January 11th & Monday, January 13th.

- Extending delivery times by 90 minutes for services like UPS Next Day Air® Early.
- Extending delivery times for all other air and international air services to end-of-day (11:59 p.m.).

### **What This Means for You**

While we continue to work closely with our shipping partners to minimize disruptions, some delays in shipping and delivery times may be unavoidable. Please plan accordingly, and allow additional time for your orders to arrive.

*Sincerely,*

