

HOW TO

Ship Guide for 3PL Customers

Dedicated Customer Care

Day & Ross has a dedicated group of professionals whose role is to assist our 3PL customers. Staffed until 11:00 PM Monday to Friday, Atlantic Time, our team has the qualifications and expertise to answer any questions that you may have regarding shipping requirements, load tender, track & trace, or billing.

Specialized Support for 3PL Pickups

All 3PL customers who wish to arrange a pickup with Day & Ross must contact the Day & Ross 3PL Team who will assist them with the following:

- **Receiving the Load Contract/Pickup Request**

Every 3PL customer should have a standardized form of a Load Contract/Tender.

- **Arranging the Pickup**

Our 3PL Team will arrange the pickup. The 3PL customer is responsible for ensuring that the shipper listed on the Load Tender is contacted to ensure the freight is ready.

- **Pickup Email Notification**

Our 3PL Team will advise the 3PL customer the next business day that the pickup has been made and will provide the original sender via email with a PRO number they can use for track and trace purposes. If the pickup was not made, our 3PL Team will determine why and advise the 3PL customer.

- **Shipment Audit**

Our 3PL Team will audit to ensure that the shipper, consignee, reference number(s), and account information is accurately reflected on the Load Tender/BOL, as well as properly billed to the 3rd party billing address that is listed on the Load Tender. Many 3PLs cannot control what terms the shipper may list on the BOL - we audit the shipment against the Load Contract/Tender to give the 3PL customer peace of mind that we will bill the shipment properly (Prepaid or Collect).