

How to Ship with Day & Ross

Reference Tool for 3PL Customers

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POINT

Dedicated Customer Service

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).

Email: 3rdparty@dayandrossinc.ca

Tel. 1.866.329.7677

(select language preference, Option 1 for Pickup, Option 3 for 3PL Pickups)

December 2016