

## Frequently Asked Questions

### **I had an account online, why is it not working anymore?**

As of April 2012, online accounts from our old system will no longer be effective. To obtain an account for our new system, contact our call centre at 604.273.3344

### **How do I enter an order online?**

After logging on, you will be directed to the "New Order" screen. Fill in the appropriate fields for delivery.

You may change the "Pick up" and "Ready time" to a future date/time. **The reference box must be filled in accordance to your company's account/reference.**

Change the service depending on the urgency of your package.

If needed, change the vehicle type in accordance to the size of your shipment.

Under "Packages" mark the appropriate package type. Note, by entering "Paper Box" it will default as 25 LBS. If your package is not 25 LBS, it is suggested you use "Customer Pkg."

Any additional information needed maybe be put in the "Comments" box. I.e. Dimensions of package such as a skid, or hours of operations.

***To ensure accurate delivery, please provide a contact for both Pick up & Delivery.***

### **I clicked, “continue” how come my order did not go through?**

By clicking on continue, you will be directed to the summary break down screen. It will allow you to make any changes before submitting the order. If there are no changes to be made, you must click, “complete.”

### **How come I can't make changes or cancel my order?**

Once your order has been dispatched, you will have to contact our call centre to make any changes – 604.273.3344

### **Do I still need to fill out a waybill?**

No, with our new system, everything can be seen electronically. You can track shipments, and receive PODs through email, fax, or your online account.

### **Do I need to print the waybill screen?**

No, the waybill screen insures the order has been submitted. You do not need to attach it to the package. However, it is recommended you put the trace number or the complete delivery address on your shipment.

### **How do I arrange for automatic monthly payments?**

Contact our call centre at 604.273.3344 or email [results@progressivemessenger.com](mailto:results@progressivemessenger.com) to arrange an automatic payment. You can choose to receive a copy of your receipt once the payment has been received.