

Dedicated Customer Service

Day & Ross has a dedicated group of professionals whose role is to assist our 3PL customers. Staffed until 8:30 PM AST Mon to Fri, 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. Processing applicable paperwork. Integrating it into PARS or PAPS process.** Every 3PL customer should have a standardized form of a Load Contract / Tender. Some 3PL customers may also be Canada Customs Brokers by trade and may provide Day & Ross with related Customs Invoices along with the Load Contract. The Day & Ross Team will manage the applicable paperwork and integrate it into our Pre-Arrival Review System (PARS) or Pre-Arrival Processing System (PAPS) process.

- **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).

How to Contact the Day & Ross 3PL Team

Email: 3rdparty@dayandrossinc.ca

Tel. 1.866.329.7677

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