

FAQ

<i>Can you deliver a package?</i>	Yes. What's in the package and where's it going? How fast?
<i>Do I tip the courier?</i>	That is completely up to you, it is not expected.
<i>Can I pay cash?</i>	No, we accept credit cards or, if you have an account, we will invoice you.
<i>Can you package it?</i>	We will take your package to the nearest pack and ship location to have it packaged. We typically ask you to make arrangements with the packing store (UPS or FedEx) for payment. We do not package furniture or other oversized items.
<i>Can I bring it to you?</i>	We provide door to door service and do not have drop locations. Plus, if this is flying, we have to pick it up from your facility or designated location.
<i>Can you figure out a way to send this to my customer?</i>	Yes, again, it all matters: what it is, how fast you need it delivered and where it's going.
<i>I just sold/purchased something on ebay, I need to ship it...</i>	We highly recommend you find out the cost of shipping prior to purchasing/selling anything large online. If you have time, the most economical means maybe to call a moving company – they will wrap it and transport it to you. We do not package furniture or other oversized items.
<i>Is the courier in uniform?</i>	It depends on location, but regardless, they are dressed professionally for their industry.
<i>Can I have the courier's phone number?</i>	In most cases we cannot share that information, however, if the courier gives their permission, we will share it. If you need to change information or update times, please call Customer Service 800-450-4872 ext 0. They will assist you quickly.
<i>Can you ship my phone/laptop?</i>	Due to Federal Regulations and airline safety, we can only transport phone and laptops with built in batteries (such as an iphone). If the battery is removable we can ship it without the battery.
<i>Can you pick up and hold an item until the delivery date?</i>	Yes, in most cases this is not an issue.
<i>Can you pick up from the post office daily and deliver to our office?</i>	Of course! We do this for companies nationwide. Plus we can pick up your outgoing mail and deliver it to the post office and any overnight couriers you wish.
<i>Do you provide routed courier service?</i>	Yes, customized to meet your requirements. Routes typically have dedicated couriers and trained back up drivers.
<i>Can my company enter jobs online?</i>	Yes, when you open an account we will provide you with a username and password. The ordering process is very simple, too.
<i>How can I track my package?</i>	Just call 800-450-4872 ext 0 and a customer service representative will update you on your shipment. With GPS, we know where the couriers are.
<i>I want to ship same day by air & my package weighs 2 pounds.</i>	There is a lot of TSA Regulations that apply. When your package weighs more than one pound (16 ounces), it is required that you be a Known Shipper with the TSA. For most businesses this is not a problem, but it is for individuals. We are always happy to check the database to see if you're a Known Shipper. In addition, we can't ship household items or suitcases.