Call for service should be placed at least 24 hours in advance.
When scheduling a pick-up in or around the Phoenix area, please call (602) 254-0666
For pick-ups in or around Tucson, please call (520) 792-0335

Provide the following information.
- Pickup Company Name & Address
- Address for delivery & contact name if possible
- Indicate same day or overnight service
- Provide # of boxes, weight, and ready time
- What time does the shipper close? What time does the receiver close?

All items must be pre-packed (dry ice etc.)

Lastly, email the Research Office at COMPHX-ResearchOffice@email.arizona.edu when you schedule a delivery so that the cost can be cross referenced on all deliveries against the monthly invoice to ensure accuracy of all charges and that they are applied to the correct PI account.

If you experience any problems, please contact COMPHX-ResearchOffice@email.arizona.edu so the company can be contacted and the problem resolved ASAP.

For a more detailed list of procedures please refer to the second page.
*Please pass a copy of this to your Shipping/Receiving Dept. and anyone responsible for filling out the bill of lading/calling in the pick-up request.*

To ensure we continue to provide the best service possible for all your freight needs, here are some tips to make your experience with Express-It run smoothly:

**Calling in a pick-up**

- When scheduling a pick-up in or around the Phoenix area (includes Casa Grande), please call the Phoenix Terminal at (602) 254-0666. For pick-ups in or around the Tucson area (includes Nogales/Green Valley etc...), please call the Tucson Terminal at (520) 792-0335
- If you are unsure if we service your area, please call the nearest Terminal to you and we will be glad to check for you (We do interline with a few companies that service parts of Northern AZ and California)
- Scheduling: Same Day shipments MUST be called in before 10:30am and Overnight pick-ups no later than 3:00pm and ONLY once the shipment is ready, meaning the shipment can be picked up immediately
- Companies with multiple locations in the Tucson and Phoenix areas, please have the location where the shipment is being picked up from call in the pick-up; this is to ensure the shipment is “pulled” and ready.

**Information needed when scheduling pick-ups** *(Bolded categories MUST be filled out on the Bill of Lading)*

- **Shipper:** Company/Person’s Name and address where the freight is being picked up from
- **Consignee:** Company/Person’s Name and address where the freight is being delivered to
- **Pieces/Weight:** the number of items/skids/pallets and the total weight (freight + pallet) of the shipment
- **Same Day or Overnight:** If shipping Same Day: mark the Same Day box, if not: write O/N or leave blank
- **C.O.D.:** If Express-It is collecting the cost of the freight itself, please write the amount to be collected in this space, and we will collect the money and send it back to you.
- **Payment:** THIS INFORMATION MUST BE MARKED CORRECTLY ON THE BOL TO ENSURE ACCURATE BILLING, EITHER WITH AN “X” IN THE CORRESPONDING BOX OR WRITING PPD/COL/TPB IN THE FREIGHT CHARGES BOX ON YOUR BOL. ONCE THE BOL & SHIPMENT ARE TENDERED TO US, WE WILL HOLD THE MARKED/DESIGNATED PARTY RESPONSIBLE FOR PAYMENT. IF NO BOX IS MARKED, WE WILL ASSUME THE SHIPMENT IS PREPAID. AN EXPLANATION OF THE THREE BILLING CATEGORIES ARE BELOW:
  - PPD/PREPAID = Shipper paying freight charges
  - COL/COLLECT = Consignee/Receiver is paying freight charges
  - TPB/THIRD PARTY BILLING = someone other than Shipper/Consignee is paying freight charges:
    - must provide the contact information for the third party we are billing
- **Closing time:** what time does the shipper close? For same day shipments, please provide the time the receiver closes
- **Is it Ready?** The Bill of Lading is filled out completely and accurately and the freight is labelled with the shipper and receiver’s address; a copy of the Bill of Lading will work as a label. **IF SHIPMENT IS NOT READY AT THE TIME OUR DRIVER COMES TO PICK IT UP, THE DRIVER MAY LEAVE TO CONTINUE ON THEIR ROUTE OR YOU MAY INCUR A FEE FOR OUR DRIVER HAVING TO WAIT.**

**Special Instructions/Needs on BOL**

- **Contact Name & Number:** MUST have if picking up from/delivering to a residence, job site, storage unit, or some place that requires calling ahead to ensure someone is present, as well as, how far ahead to call to give them time to get there
- **Gate Codes:** MUST have if picking up from/delivering to a gated business or community and/or a contact name/phone number of the person who can let our driver in
- **Liftgate Needed:** If your shipment requires a lift gate for pick-up/delivery, please let us know when scheduling and write “Lift Gate Required” on the Bill of Lading; there is a minimum charge of $139.70 for Lift Gate Service
- **Reference #’s:** If your billing dept. requires a PO#, Shipment#, Order#, etc., please write them on the bill of lading or they will not be included on the invoice

Thank You!