

3PL

WILL-CALL ORDER FULFILLMENT BEST PRACTICES

To help ensure a smooth and efficient will-call pickup experience, please follow the guidelines below when picking up orders from our 3PL locations.

1. WAIT FOR PICKUP CONFIRMATION

Please **do not send a driver to the 3PL until you have received confirmation that the order is ready for pickup.**

An order acknowledgement or order entry confirmation does not mean the order has been picked and staged.

2. PROVIDE THE CORRECT PICKUP INFORMATION TO YOUR DRIVER

Please make sure the driver has the following information before arriving:

- **3PL warehouse name and address**
- **Customer/company name**
- **PO / sales order number**
- **Pickup reference number, if provided**
- **Any specific pickup instructions provided by Customer Service**

Drivers should have enough information to identify the order without requiring the 3PL to search through multiple orders.

3. ARRIVE DURING PICKUP HOURS

Drivers should arrive during the 3PL's designated pickup hours. After-hours or special pickup requests must be arranged and confirmed in advance with customer service.

4. ALLOW ADEQUATE LOADING TIME

Please allow sufficient time for the 3PL to locate, stage, and load the order. Pickup times may vary depending on order size, warehouse volume, and equipment availability. Will-call orders should not be expected to load immediately upon arrival.

5. ENSURE THE VEHICLE IS APPROPRIATE

Customers are responsible for ensuring the pickup vehicle is appropriate for the size and weight of the order. **Any special vehicle or loading requirements should be communicated when arranging the pickup.**



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6. VERIFY THE ORDER BEFORE LEAVING

Before leaving the facility, the driver should verify:

- **PO/ sales order number**
- **Number of pallets or cartons**
- **General condition of the shipment**
- **Any visible damage**

Any discrepancies or visible damage should be reported to the 3PL and Customer Service before leaving the facility.

7. COMMUNICATE PICKUP CHANGES OR DELAYS

If the pickup needs to be delayed, rescheduled, or cancelled, please notify Customer Service as soon as possible.

Advance notice helps prevent unnecessary handling, re-staging, and delays.

WILL-CALL PICKUP CHECKLIST

Before sending your driver:

- ☐ Order has been confirmed ready for pickup
- ☐ Pickup date has been confirmed
- ☐ Driver has the PO / sales order number
- ☐ Driver has the correct 3PL location and pickup instructions
- ☐ Vehicle is appropriate for the shipment
- ☐ Any special loading requirements have been communicated

At pickup:

- ☐ Shipment quantity is verified
- ☐ Shipment is inspected for visible damage
- ☐ Load is properly secured before leaving

QUESTIONS OR CHANGES?

Please contact Customer Service before sending a driver to the 3PL location. This helps prevent unnecessary trips, delays, and pickup issues.



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