

# CAN'T FIND SOMETHING?

## WE'RE HERE TO HELP.



*Check out this handy reference guide for links to some of the most commonly searched topics on our website.*

### Accessorials

Our list of accessorials is available on our [Accessorial Charges](#) document. Additional information is available in our [Accessorials](#) FAQs and [Rules Tariff](#).

### Billing & Payments

Visit our [Payment Options](#) FAQs to learn more about [how to pay by ACH](#), [how to pay by credit card \(through Billtrust\)](#), [how to view open invoices](#), and more.

### Bill of Lading (BOL)

Estes offers several resources to simplify the process of completing your Bill of Lading:

- » [Blank Bill of Lading \(BOL\) form](#) - available for download
- » [Online Bill of Lading form](#) - requires login
- » [Bill of Lading step-by-step instructions](#)
- » [Bill of Lading FAQs](#)

### Business Schedule/Hours of Operation

Visit our [Holiday Schedule](#) page to see the dates when Estes will be closed, or our FAQs page to see our [hours of operation](#).

### Career Information and Job Listings

Estes is hiring. Visit our [careers site](#) to see open jobs as well as information about our benefits and company culture.

### Contact

Find contact information, as well as alternate sources of assistance for managing your freight, on our [Contact](#) page.

### Coverage Areas

Estes' services are available throughout North America. Visit any of our coverage areas pages to learn more about the region-specific services we offer:

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» [Canada](#)

» [Caribbean \(incl. Puerto Rico\)](#)

» [Alaska](#)

» [Mexico](#)

» [Hawaii](#)

» [Domestic U.S.](#)

To identify which terminal covers a specific zip code, visit our [Terminal Lookup](#) page.

Our [downloadable network map](#) highlights all of our terminal locations, and a list of serving terminals by zip/postal code or city may be requested on our [Points Download](#) page.

## Deliveries

Most deliveries may be tracked by using our [Shipment Tracking](#) application. Residential Final Mile shipments may be tracked on our [Final Mile Home Delivery](#) page, and logistics shipments may be tracked on our [Supply Chain Management and Logistics](#) page.

When Proof of Delivery (POD) is required, users logged into My Estes can view delivery receipts on our [Document Viewing](#) page and non-logged-in users can request these documents on our [Document Retrieval](#) page.

Visit our [Deliveries](#) FAQs to learn more about [attempted deliveries](#), [unattended deliveries](#), and more.

## Dimensions & Weights

Visit our [Dimensions & Weights](#) FAQs to learn about maximum dimensions and weights, dimensioning, cubic capacity, and more.

## Do Not Haul List

The list of items that are hazardous, restricted, or prohibited from shipping with Estes can be found on our [Hauling Exclusions](#) page.

## Document Viewing & Retrieval

Users logged into My Estes can view images of previous Bills of Lading, delivery receipts, Weights and Research Certificates, and Canada Customs Invoices on our [Document Viewing](#) page; non-logged-in users can request images of these documents on our [Document Retrieval](#) page.

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## Final Mile

Residential Final Mile deliveries may be tracked on our [Estes Final Mile Home Delivery](#) page, and commercial non-dock deliveries may be tracked on our [Shipment Tracking](#) page.

Visit our [Final Mile Delivery](#) FAQs to learn more about our services, including [white glove and inside delivery](#) and our [signature policy](#).

## Fuel Surcharge

Our surcharge is updated weekly; both current and previous rates are available on our [Fuel Surcharge](#) page.

## Hazmat

Our [Hauling Exclusions](#) page details which hazardous items we cannot ship, and additional information regarding hazmat shipping is available in our [Hazmat](#) FAQs.

## Invoices

Open invoices can be searched and reviewed through our [Invoice Inquiry](#) application.

Invoice payment information is available in our [Payment Options](#) FAQs, and additional information can be found in our [Billing and Invoices](#) FAQs.

## Labels

Our [online Bill of Lading](#) (requires login) provides the option to create shipping labels.

## Liability Coverage

Looking for insurance information? Our [primary Certificate of Insurance](#) (or COI) is available on our [Forms Library](#) page, and additional information is available in our [Insurance](#) FAQs.

## Liftgates

Visit our Liftgates FAQs to learn more about [how to request this service, size and weight limits](#), and more. Costs for liftgate services are available on our [Accessorial Charges](#) document.

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## Pickups

Estes offers several resources to simplify the process of scheduling, tracking, and updating your shipment pickups:

- » [Pickup Visibility](#) - our industry-leading application that displays real-time status
- » [Pickup Request](#) - our online request form (requires login)
- » [Pickups FAQs](#) - includes [how to update or cancel your pickup requests](#) and more

## PRO Numbers

Find the definition and uses for PROs in our [PRO Numbers](#) FAQs.

## Rate Quotes

All users can access non-account-specific rates, and users logged into My Estes can access account-specific rates, by using our [Rate Quote](#) application. Additional information is available in our [Rates](#) FAQs.

## Rules Tariff

Find a wide range of shipping requirements, costs, and information on the [downloadable Estes \(EXLA\) tariff](#).

## Shipment Tracking

Most shipments, including commercial non-dock deliveries, may be tracked by using our [Shipment Tracking](#) application. Residential Final Mile deliveries may be tracked on our [Estes Final Mile Home Delivery](#) page, and logistics shipments may be tracked on our [Supply Chain Management and Logistics](#) page.

Shipments that are awaiting pickup may be tracked via our [Pickup Visibility](#) application.

## Shipping Classes & Density

Visit our [Shipment Class & Weight](#) FAQs for information on freight classifications. If you require your shipment's density to determine your item's class, our online [Density Calculator](#) can simplify the process.

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## Shipping Forms and Documents

A wide selection of documents and forms can be found on our [Shipping Forms and Documents](#) page, including our:

- » [Blank Bill of Lading \(BOL\) form](#)
- » [Certificate of Insurance](#)
- » [Online Bill of Lading form](#)
- » [Accessorial Charges](#)
- » [Rules Tariff](#)
- » [Hazmat Certificate](#)

## Terminals & Maps

Maps featuring transit times for specific terminals are available on our [Terminal Lookup](#) page; simply enter the zip code or state to identify the terminal(s) covering your area.

Our [downloadable network map](#) highlights all of our terminal locations, and a list of serving terminals by zip/postal code or city may be requested on our [Points Download](#) page.

## Warehousing

Learn about the [on-demand warehousing solutions](#) provided by our partner, Warehowz.

## Web Services - API/EDI

Estes supports both API and EDI integration. Visit our [API page](#) or [EDI page](#) to learn more about our web services.