

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, work4estes.com, 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.