PICKUP REQUEST

Overview
You can use the Pickup Request tool on LTL.xpo.com from your computer, tablet, or smartphone. The tool enables you to:

- Create a new pickup request from scratch or from a previous pickup request
- View a list of pickup requests you have already created
- Update an existing pickup request
- Cancel a pickup request

Web registered users of LTL.xpo.com can create pickup requests and use the View, Update, Cancel, and Duplicate features. You may also create a pickup request as a guest, however some functionality will not be available.

Create a New Pickup Request

1. From the LTL.xpo.com log-on page, sign in as registered user, or click Continue As Guest.

2. From LTL.xpo.com home page, click CREATE PICKUP REQUEST.
PICKUP REQUEST, Continued

3. Under the CREATE NEW REQUEST tab, complete all sections in the New Pickup Request form.

4. At the bottom of the form, click REVIEW REQUEST.

5. On the New Pickup Request Review page, carefully look over the information you entered in all sections.

To change anything before submitting:
- Click EDIT at the top of the section (or sections) you want to change.
- Edit any fields that are incorrect.
- Click SAVE CHANGES.
PICKUP REQUEST, Continued

6. At the top or bottom of the Review page, click **Submit Request** at the top or bottom of the page. 
   **Note:** you must click **Submit Request** for the pickup request to be processed.

The Request Submission Confirmed page displays. From here you can view your request confirmation number, and again review the details of your request.
PICKUP REQUEST, Continued

View a List of Your Pickup Requests and Update/Cancel/Duplicate Requests

On the Pickup Request Home page, click the VIEW PAST REQUESTS tab.

The Pickup Request List displays all of your pending, current, and cancelled requests.

Enter start and end dates to display pickup requests submitted within a specific date range.

Enter a keyword to filter the list (for example, by a particular pickup location or service center).

Click the three dots to select from a menu of actions that can be performed on a request. Possible actions are:
- Update Pickup Request
- Cancel Pickup Request
- View Pickup Request
- Create Duplicate
- Service Center Contacts

If an action is grayed out, it is not available for this request.

Click the information icon to see definitions of all columns and actions.

Once a PRO number is assigned to the request, it appears here. Click the number to track the request.

If you have multiple pages of requests, use arrows to move forward and back.

Note: When updating or duplicating a request, you will edit and save each section as shown in step 5 of the Create a New Pickup Request procedure above.