

PICKUP REQUEST

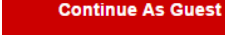
Overview

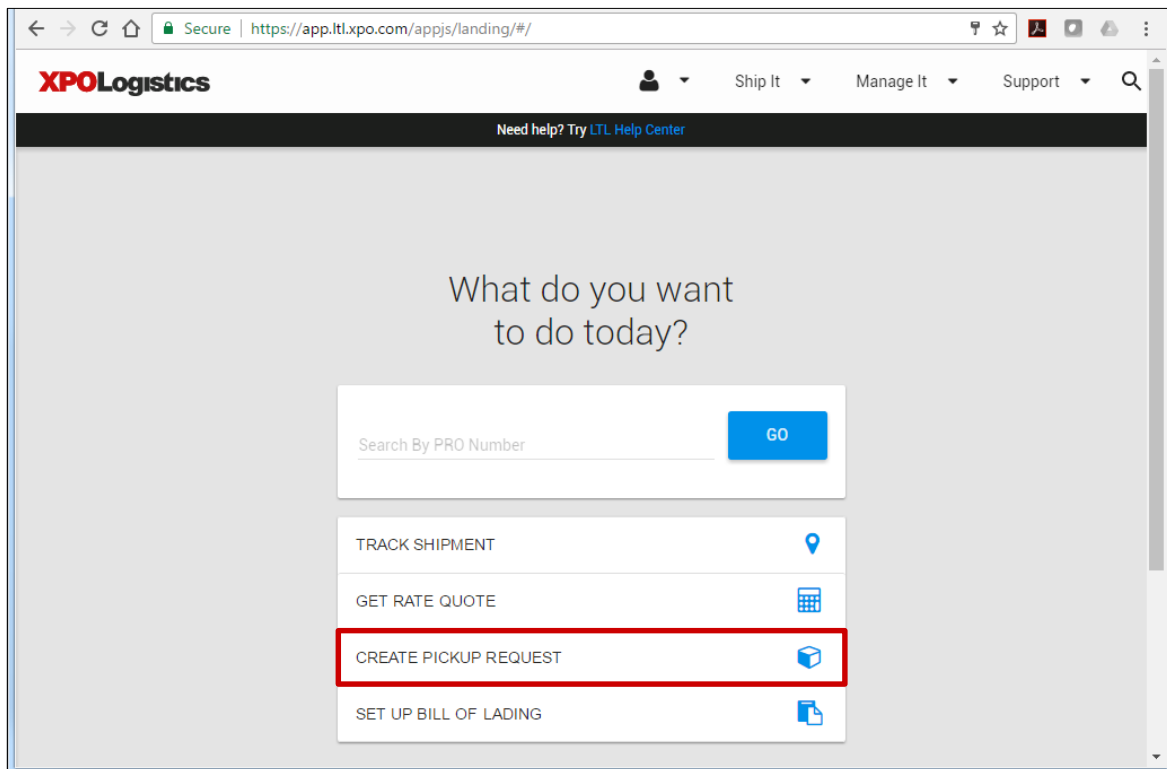
You can use the Pickup Request tool on LTL.xpo.com from your computer, tablet, or smartphone. The tool enables you to:

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



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PICKUP REQUEST, Continued

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

CREATE NEW REQUEST | VIEW PAST REQUESTS

Plan ahead for the holidays! [Review our holiday schedule.](#)

New Pickup Request

Pickup Requester ⓘ

Select requester Default requester for this login	Requester role Shipper	
Requester first and last name Jane Smith	Company name XPO Freight	
Email address jane.smith@xpo.com	Phone number (734) 757-1383	Ext. 1234

If any of this information needs to be updated, please [click here](#).

Pickup Location ⓘ

Callout: Click the information icon at the top of each section to see more detailed instructions for completing that section.

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

Additional Comments (optional) ⓘ

Enter additional comments (optional)

Additional pickup instructions for service center or driver 0/250

REVIEW REQUEST

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

New Pickup Request Review

Pickup Requester EDIT

Requester info Jane Smith XPO Freight jane.smith@xpo.com (734) 757-1383 x 1234 <small>This is where your e-mail confirmation will be sent. Please ensure that your e-mail address is correct.</small>	Requester role Shipper
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Pickup Location EDIT

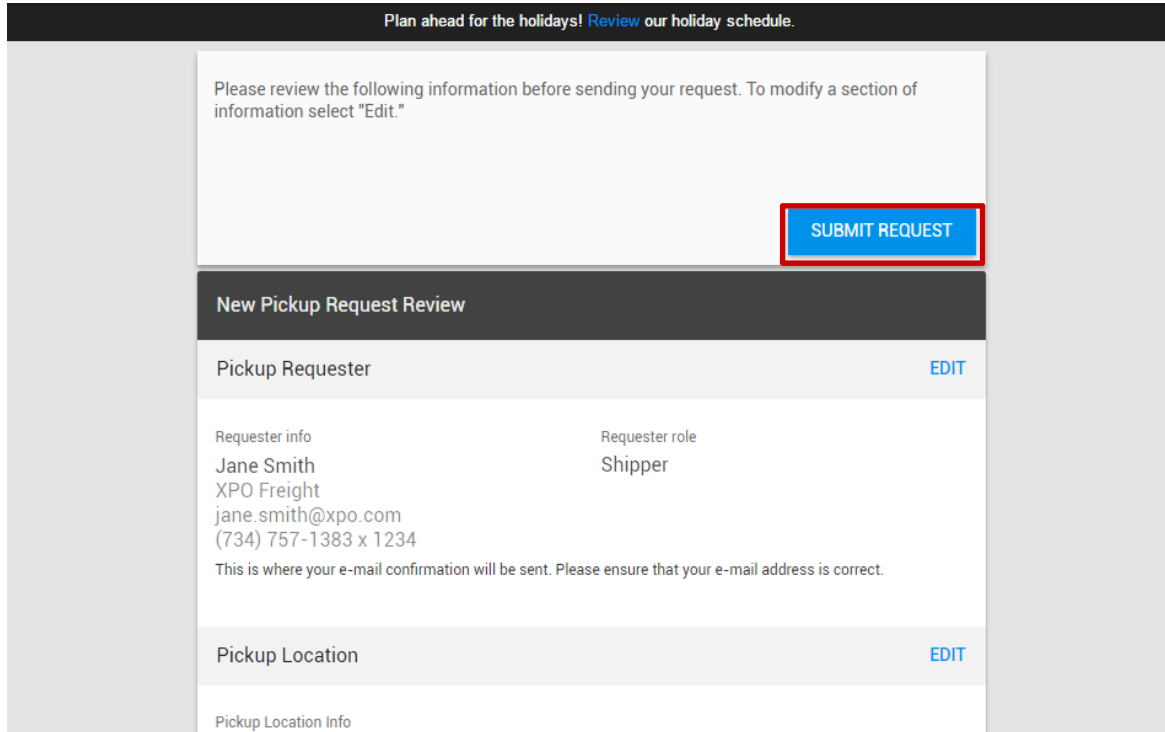
Callout: To change anything before submitting:

- Click **EDIT** at the top of the section (or sections) you want to change.
- Edit any fields that are incorrect.
- Click **SAVE CHANGES**.

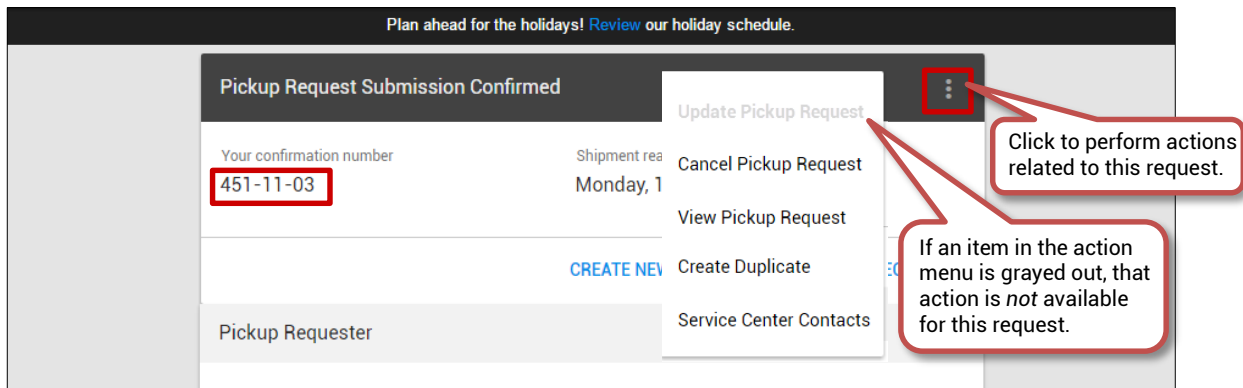
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PICKUP REQUEST, Continued

- 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.

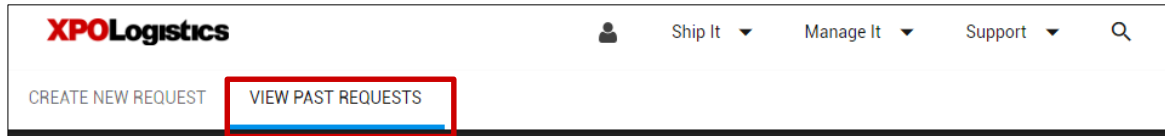


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PICKUP REQUEST, Continued

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 **i** information icon to see definitions of all columns and actions.

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.

Pickup Request List								Filter By Keyword	i	⋮
Action	Pickup Date	Pickup Location	Service Center	Confirmation No.	Status	PRO Number	Submit Date			
	Start Date: 11/14/2016	End Date: 12/12/2016								
⋮	Dec XX	XPO LTL	West Chester, PA	451-11-03	Request Received	Pending	Dec XX			
⋮	Dec XX	XPO LTL	Albany, NY	234-56-78	Delivered	Pending	Dec XX			
⋮	Dec XX	XPO LTL	Cancelled by: Dispatch, West Chester, PA	345-67-89	Cancelled	345-6789-01	Dec XX			
⋮	Dec XX	XPO LTL	Downtown Los Angeles, CA	456-78-90	Assigned To Driver	456-7890-12	Dec XX			
⋮	Dec XX	XPO LTL	Billings Remote Service Center	567-89-01	Assigned To Driver	Multiple PROs	Dec XX			

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.