



PALLETS & CRATES

GETTING STARTED

To sign up, you'll need to create a free uShip account by following these steps:

- Create your uShip account by selecting your RSA membership type below:
 - » [RS Basic Members](#)
 - » [RS Premium Members](#)
 - » [PackageHub Members](#)
- On the registration page, select "Business Shipper" and fill in the required information.
- Review and accept uShip's terms and conditions
- Check your inbox for an account verification email and click the link to activate your account.
- Once your account is activated, you will receive an email from uShip within one business day with a link to your shipping portal that you can use to price, book, and ship.

PRO TIP *Bookmark your store portal for easy access in the future.*

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HOW TO GET LTL SHIPPING RATES

From your store shipping portal, choose the type of LTL freight you need to ship and start the listing process. Provide as many details as possible, including precise dimensions and weight, pickup and delivery location types, and required shipping services. [Learn More.](#)

Don't forget to fill out all the information in the bill of lading form. [Learn More.](#)

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HOW TO BOOK AN LTL RATE

Once your listing is complete, the freight shipping calculator will provide you with LTL Instant Rates. Select your preferred provider and complete your booking.

Check out this video to see how to book – [VIDEO: HOW TO BOOK LTL INSTANT RATES](#)

HOW DOES PAYMENT WORK?

When you book an LTL Instant Rate through uShip, you pay the full cost of shipping upon checkout through our secure site. This charge is then passed on to the shipping customer who booked the shipment, who is fiscally obligated for all the costs pertaining to the execution of the shipment, per the uShip User Agreement. [Learn More.](#)

WHAT TO EXPECT AFTER BOOKING YOUR LTL SHIPMENT

TAKE PICTURES – Please be sure to take plenty of pictures of your shipment before the carrier arrives.

HAVE DOCUMENTATION – Make sure you have the proper documentation prepared prior to shipping. If you're shipping multiple items, you'll want to include an itemized packing slip. Consider including any manufacturer information regarding the dimensions or weight of your shipment to help protect you against additional charges after delivery.

HAVE THE BILL OF LADING (BOL) AVAILABLE AT PICKUP – This is extremely important. If the carrier doesn't have a copy of the uShip bill of lading at pickup, they might not take your shipment. If they do pick it up, they will either have you or your contact at pickup fill out their bill of lading, which does NOT specify that it should bill to uShip. This can lead to you or your consignee being asked for money on delivery. The best way to avoid this headache is to print three copies of the uShip bill of lading- one to attach to the freight, one to hand to the driver, and one for your own records.

PREPARE FOR PICKUP – Please note that LTL Carriers do not call before making pickups. Rather, the driver will arrive at the pickup address between the hours listed on your BOL. If you need a driver ETA for pickup, please call your carrier using the phone number on your BOL and reference your pickup number, which is included in your booking confirmation email.

PICKUP CONFIRMATION AND TRACKING – After your shipment has been picked up, you can expect an automated email from uShip containing your PRO/Tracking number. This email typically gets sent within 24 hours after pickup. Once uShip receives the PRO number from your carrier, you can track your shipment on your uShip listing page and your carrier's website. [Learn More.](#)

DELIVERY AND PAYMENT – After delivery uShip will receive the invoice from the LTL Carrier and audit it for accuracy before releasing payment to them for your shipment.

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FREQUENTLY ASKED QUESTIONS

HOW DO I SIGN UP?

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- Check your inbox for an account verification email and click the link to activate your account.
- Once your account is activated, you will receive an email from uShip within one business day with a link to your shipping portal that you can use to price, book, and ship.

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HOW DO I ACTIVATE MY USHIP ACCOUNT?

After signing up, check your inbox for an email verification link. Click the link to activate your account. If you don't see the email, be sure to check your spam or junk folder.

I DIDN'T GET AN EMAIL AFTER I SIGNED UP. WHAT SHOULD I DO?

If you didn't receive the activation email, be sure to check your spam folder. If you still can't find it, please contact [uShip Customer Support](#) for more help.

THE SIGN-UP PROCESS WON'T ACCEPT MY EMAIL ADDRESS, AND I GET AN ERROR MESSAGE THAT THE ACCOUNT ALREADY EXISTS.

The most common registration problem is using an email address that's invalid or already in use. In most cases, this means you already have an account. If you come across this error, reset your password by sending a request to your email address.

If you still cannot register for an account, please contact [uShip Customer Support](#) for assistance.

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FREQUENTLY ASKED QUESTIONS

HOW DO I DETERMINE SHIPPING COSTS?

From your store shipping portal, choose the type of LTL freight you need to ship and start the listing process. Provide as many details as possible, including precise dimensions and weight, pickup and delivery locations, and required shipping services. [Learn More](#).

Once your listing is complete, the freight shipping calculator will provide you with LTL Instant Rates. You can accept one of those rates or take your freight shipment to the LTL Marketplace, where qualified transporters will compete for your business.

DO ITEMS NEED TO BE PICKED UP AT MY STORE?

Nope! Most shipments involve picking up an item from your customer's location and delivering it directly to their preferred destination. Discuss the best pickup and delivery locations with your customer before creating a listing.

HOW DO I PREPARE LTL FREIGHT FOR SHIPPING?

Packaging freight well is important to help protect it from damage. If you're shipping commercial goods, avoid damage by making sure items don't hang over the sides of the pallet. If you are shipping multiple units, make sure all units are placed closely together on the pallet so they cannot shift in transit. We also highly recommend using shrink wrap to secure the units to the pallet itself.

While you don't need to know the freight class of your LTL shipment, make sure you have the dimensions of your pallet ready for listing, including: length, width, height, and weight.

[See this article](#) for a more detailed explanation of how to prepare freight for transport, or contact [uShip Customer Support](#) with your questions.

IS THERE A MONTHLY FEE?

No, there is no monthly fee for RSA members.

WHAT IF I NEED TO CANCEL A SHIPMENT?

Follow these steps to cancel your LTL shipment and receive a full refund. Log into your uShip account and go to My Shipments > Click Assigned > Find the shipment in question and click the 3 vertical dot drop-down menu on the right > Click Cancel > Continue to Request Cancellation and then follow the prompts. [Learn More](#).

For LTL Instant Rates cancellations we issue 100% refunds to the credit/debit card used to book the shipment. All LTL cancellations are processed between 8am & 5pm CST, Monday through Friday. Please note that it may take 1-5 business days for the funds to appear on your card, depending on your bank/credit card company.

Note: *If a shipment has been picked up, it cannot be canceled.*

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FREQUENTLY ASKED QUESTIONS

DO YOU SHIP TO EUROPE OR OTHER INTERNATIONAL DESTINATIONS?

Depending on your shipping destination, uShip can be a good option for finding and connecting with international transporters. [Visit this page](#) to learn more about international shipping with uShip.

HOW DO I COMPLETE CUSTOMER PAPERWORK FOR A DELIVERY TO CANADA?

For shipments to Canada, your customer may need to assist in completing customs paperwork. uShip has a relationship with Livingston to help manage the process of customer clearance, please [visit this page](#) to learn more about working with Livingston.

DO I GET A DISCOUNT?

All RS Members qualify for discounted uShip shipping rates, which can vary depending on what you're shipping and how often. Please contact us to see which discounts you qualify for.

USHIP HELP CENTER

Check out our [uShip Help Center](#) - Get answers to your shipping questions and access uShip's world-class support team.