

# Ship Via & Service Type Matrix

## COURIERS:

Mississauga, ON: Orders **less** than 200 lbs

Richmond, BC: Orders **less** than 250 lbs

COURIER SERVICE	SHIPPING FROM	DESTINATION	DESCRIPTION ON WEB	SHIP VIA CODE & CARRIER NAME
Pick Up	Mississauga & Richmond	Pick Up	Customer Pick Up	04 – Customer Pick Up
Ground delivery for Same Day (orders released before noon)	Mississauga	GTA Only Greater Toronto Area	Grnd Sday Apple	APSM – Apple Express Cut off 12:00 pm
Ground Delivery Standard (# days depending on location)	Mississauga & Richmond	All of Canada 70lbs/Box	Grnd Courier PURO Grnd Courier UPS	PR – Purolator Courier UP – UPS Courier
Ground Purolator - Hold for Pick Up	Mississauga & Richmond	All of Canada 70lbs/Box	Grnd Courier PURO Hold for Pick Up	PRPU – Purolator Hold for Pick Up

## LTL CARRIERS:

Mississauga, ON: Orders **above** 200 lbs

Richmond, BC: Orders **above** 250 lbs

LTL SERVICE	SHIPPING FROM	DESTINATION	DESCRIPTION ON WEB	SHIP VIA CODE & CARRIER NAME
Ground Next Day Heavy Shipments on a Skid	Mississauga	GTA Only Greater Toronto Area	Grnd Skids Henderson	CWH - CW Henderson
Ground Standard Heavy Shipments on a Skid Expedited Ground	Mississauga & Richmond	All of Canada	Grnd Skids ATS Grnd Skids PURO	AL - ATS 1 <sup>st</sup> choice PLTL - Purolator Freight 2 <sup>nd</sup> choice
Ground delivery for NWT and Yukon (excluding Nunavut) Heavy Shipments on a Skid	Mississauga & Richmond	NW Territories and YK (excluding Nunavut)	GROUND SKIDS NWT and YK (excluding Nunavut)	ALT - ATS
Ground – Special white glove Heavy Shipments on a Skid	Mississauga & Richmond	All of Canada – Major cities	N/A on the Web	WGL – White Glove Trans. Cut off 3pm

## EXPEDITED SERVICES:

AIR SERVICE	SHIPPING FROM	DESTINATION	DESCRIPTION ON WEB	SHIP VIA CODE & CARRIER NAME
Air Delivery for Next day Small Parcels	Mississauga & Richmond	All of Canada 70lbs/Box	Air Nday UPS	UA - UPS 1 <sup>st</sup> choice Express Saver.
Air Delivery for Next day Small Parcels	Mississauga & Richmond	All of Canada 70lbs/Box	Air Nday Puro	PA - Purolator 2 <sup>nd</sup> choice
Air Purolator – Hold for Pick Up Small Parcels	Mississauga & Richmond	All of Canada 70lbs/Box	Air Purolator Hold for Pick Up	PAPU – Purolator Hold for Pick Up
Air delivery : Air by 3 pm Heavy Shipments on a Skid	Mississauga & Richmond	All of Canada	Air Skids ATS	AAIR – ATS Cut off 3:00 pm
Air delivery for NWT and Yukon Small Parcels (# days depending on location)	Mississauga & Richmond	NW Territories, NT and YK 70lbs/Box	Air UPS (3-5 business days)	UAT - UPS

NEXT DAY SERVICE	SHIPPING FROM	DESTINATION	DESCRIPTION ON WEB	SHIP VIA CODE & CARRIER NAME
8:00AM: Ground Delivery Small Parcels	Mississauga & Richmond	Major Cities in Canada 70 lbs Max/Box	8am UPS	U8 – UPS UPS Express Early AM
9:00AM: Air or Ground Delivery Small Parcels	Mississauga & Richmond	Major Cities in Canada 70lbs. Max/Box	9am Puro	P1 – Purolator
10:30AM: Ground Delivery Small Parcels	Mississauga & Richmond	Major Cities in Canada 70lbs max/Box	10:30am UPS	U1 – UPS UPS Express

SATURDAY SERVICE	SHIPPING FROM	DESTINATION	DESCRIPTION ON WEB	SHIP VIA CODE & CARRIER NAME
Delivery for Saturday, Small Parcels	Mississauga & Richmond	Major Cities in Canada 70lbs. Max/Box	Sat Puro	P2 – Purolator
Air delivery for Saturday, Small Parcels	Mississauga & Richmond	Major Cities in Canada 70lbs Max/Box	Sat UPS	US – UPS

SAME DAY SERVICE	SHIPPING FROM	DESTINATION	DESCRIPTION ON WEB	SHIP VIA CODE & CARRIER NAME
Next Flight Out Air	Mississauga & Richmond	All of Canada Major Cities Only	N/A on the Web	ACAN - Air Canada Cut off 12:00 pm
Ground delivery for Rush orders, small parcels (orders released before 1 pm)	Mississauga	GTA Only Greater Toronto Area	Grnd 3HR Rush Apple	APR - Apple Express Cut off 1:00 pm
Ground delivery for Direct orders, small parcels (orders released before 2 pm)	Mississauga	GTA Only Greater Toronto Area	Grnd 99Min Direct Apple	APD - Apple Express Cut off 2:00 pm
Ground delivery for Rush orders, small parcels (orders released before 12 pm)	Richmond	GVA Only Greater Vancouver Area	Grnd Sday Swift	SW – Swift Cut off 12:00 pm
Ground delivery for Same day, small parcels (orders released before 1 pm)	Mississauga	Outside of the GTA Greater Toronto Area	Grnd Sday DYMx	DI – Dynamex Cut off 1:00 pm

Ground delivery for Same day, small parcels (orders released before 12 pm)	Richmond	GVA Only Greater Vancouver Area	Grnd Sday DYMx	DYSM – Dynamex Cut off 12:00 pm
Ground delivery for same day, Heavy Shipments on a Skid (orders released before 12 pm)	Mississauga	GTA Only Outside GTA	Grnd Skids Sameday Grnd Skids Sday Titan	CWSD – CWH Cut off noon TTOT – Titan Cut off noon

## Frequently Asked Questions

✓ **When should I select a standard Courier vs a Skid carrier?**

Standard couriers such as Purolator and UPS are for small parcels only, weighing under 250lbs. You should select a Skid carrier for all deliveries above these unit thresholds and for orders that have a total weight above 200 lbs from Mississauga, ON and 250 lbs from Richmond, BC.

✓ **Which cities are included in the “GTA” or “GVA” areas?**

“GTA” refers to the Greater Toronto Area you may also see reference to Metro Toronto, the cities included is: Toronto, Richmond Hill, Scarborough, Thornhill, Mississauga, Brampton, Concord, Woodbridge, North York, Markham and Etobicoke.

“GVA” refers to the Greater Vancouver Area you may also see reference to Metro Vancouver, the cities included are: Richmond, Burnaby, North & West Vancouver, New Westminister, Annacis Island, Coquitlam, Port. Moody, Delta, Surrey, Cloverdale, Abbotsford and White Rock.

✓ **What if I don’t see the carrier of my choice?**

From time to time new postal codes are introduced and may not be captured in our freight tables. All you need to do is call your sales representative and they will follow up with our Transportation department to ensure your postal code is accurate and included in our tables and/or request the new code to be included. The carrier selections you see on the Web are all driven by the “ship to” postal code.

✓ **What is the process for pick up orders?**

For all pick up orders, please allow for 2 hours for processing time and you’re more than welcome to pick up your product between the hours of 9:00am – 6:00pm in Mississauga and between 9:00am – 6:00pm in Richmond. Remember to bring 2 pieces of identification to allow for the pick up. Customer pick-up orders that exceed 5 days will be cancelled.

✓ **What does ‘white glove’ service entail?**

The ‘white glove’ service is a premium delivery service from White Glove Transportation specifically offered for sensitive shipments. Specifically, services that require a two-person inside delivery, tailgate, and debris removal would utilize this type of service. Different levels of service are available as a pay-for service. Please contact your sales rep for details.