

# FASTENAL'S BLUE LANE FREIGHT RECEIVER'S GUIDE

## What do I need to pick up the shipment?

- ☐ An Appointment
  - You cannot schedule an appointment until the shipment arrives at destination. Once shipment arrives, the destination location will contact you to schedule a pickup appointment. Blue Lane Freight Coordinators cannot assist in scheduling the appointment. No walk-in business available currently.
- ☐ Shipment Number
- ☐ Valid federal/state ID
  - Name on ID must match name for receiver on rate agreement.

## What to expect at pick up appointment:

- ☐ When scheduling your pick-up appointment, confirm the branch pickup door location and current COVID procedures.
- ☐ When you arrive at the branch, provide the shipment number and your ID.
  - If you are the payer, you will pay for the shipment at this time.
- ☐ Employee will help load the shipment into your vehicle. You must provide proper transportation for your shipment. If you are unable to help load the shipment, please inform the branch prior to appointment so the proper number of employees are available to assist.
- ☐ Sign the proof of delivery and give a copy back the branch employee for records. Have a nice day.

## How do I track the shipment?

Email your shipment number to [tracking@fastenal.com](mailto:tracking@fastenal.com) and a coordinator will contact you within 1 business day.

## How long will it take to get to the destination?

**FASTENAL DOES NOT GUARANTEE TRANSIT TIMES.** Any delivery days/times provided are just estimates. Shipments take an average of 5 to 10 business days. Some deliveries may take longer due to shipment size, capacity on routes, weather/environmental conditions that prevent travel, holiday schedules, etc. Expedited shipping services are not offered, we cannot rush your shipment as we are a backhaul service using the available space on preexisting routes.

## How do I contact the BLUE LANE FREIGHT coordinating team?

The best way to reach a coordinator is via the team email [bluelanefreight@fastenal.com](mailto:bluelanefreight@fastenal.com). The Blue Lane Freight team is broken down into groups to help divide the large volume of requests and shipments. Please see the 'contact us' section in your quote or confirmation email to see the primary contact information for the coordinators that have handled your shipment to date.