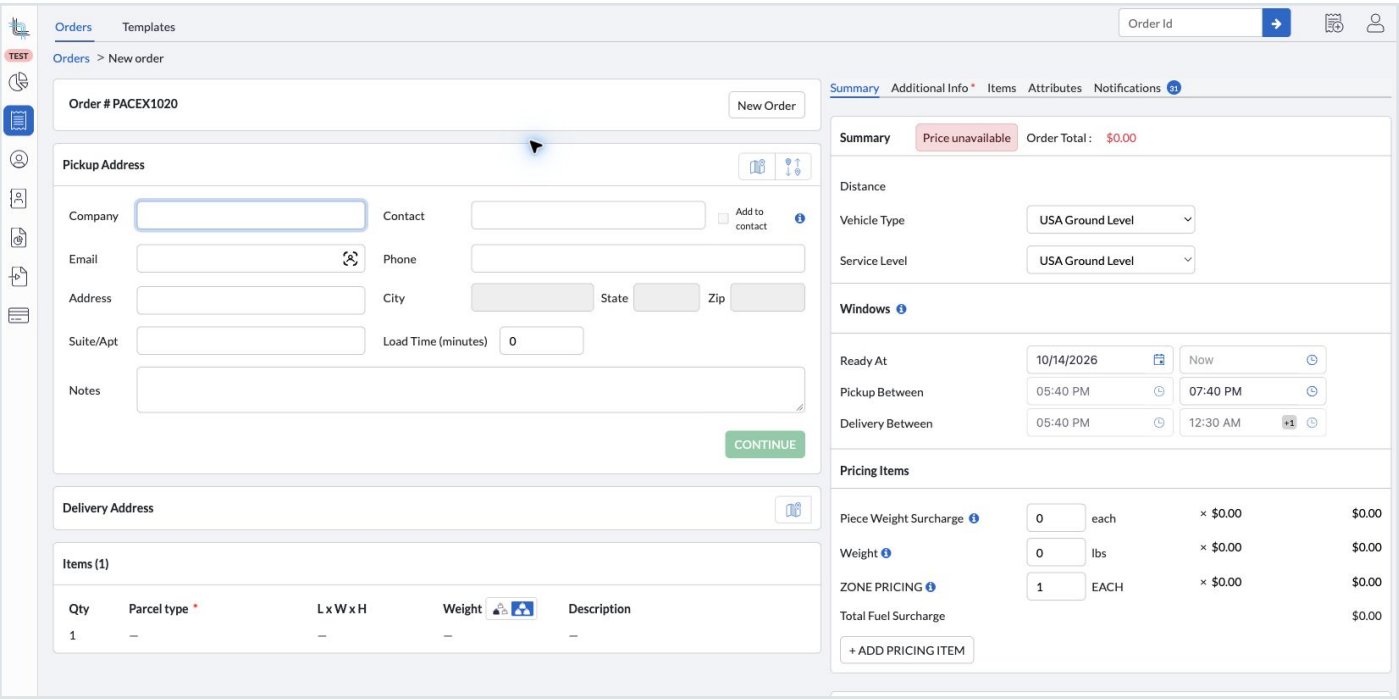
How to place an order

Book a shipment through your PACEX account. Have the pickup and delivery addresses, contact details, freight measurements and requested timing ready.

1 Open a new order

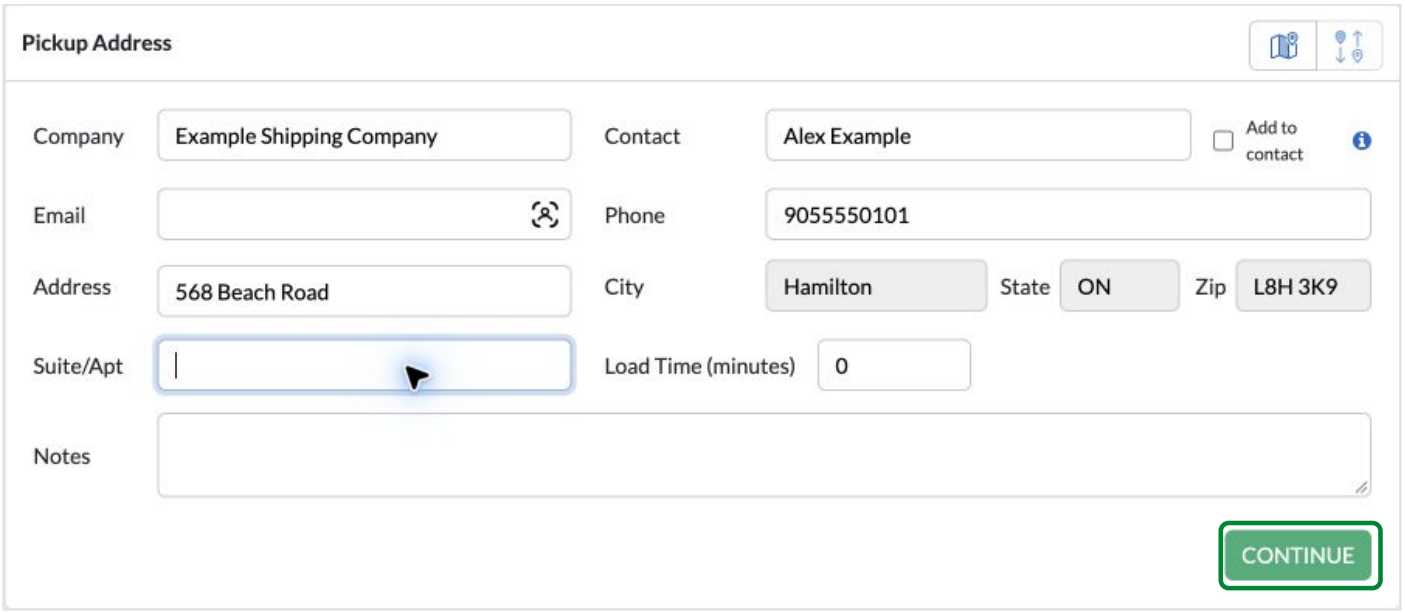
Log in at pacex.dsapp.io. Open **Orders** and select **New Order**.



Your screen should show Pickup Address, Delivery Address and Items on the left, with Summary and the other order tabs on the right.

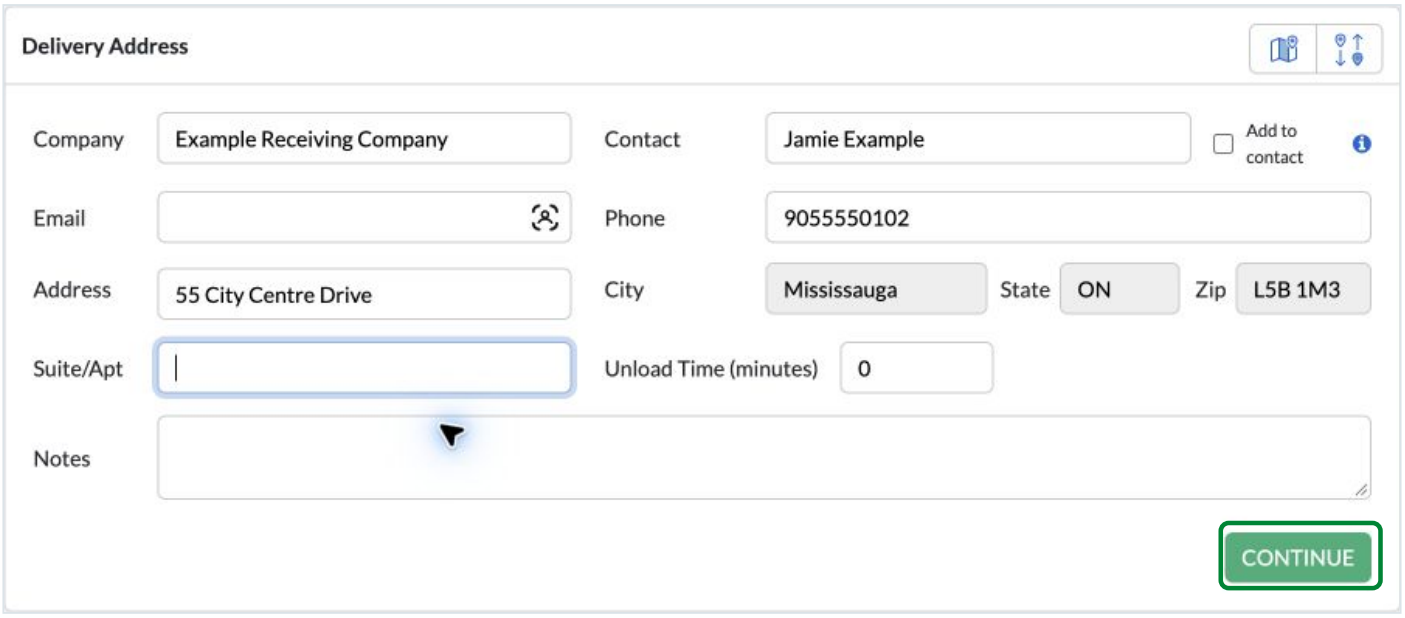
2 Enter the pickup details

Add the company, contact and phone number. Type the address and **select a suggestion**. Check the city, province and postal code. Add suite details or pickup notes if needed, then select **Continue**.



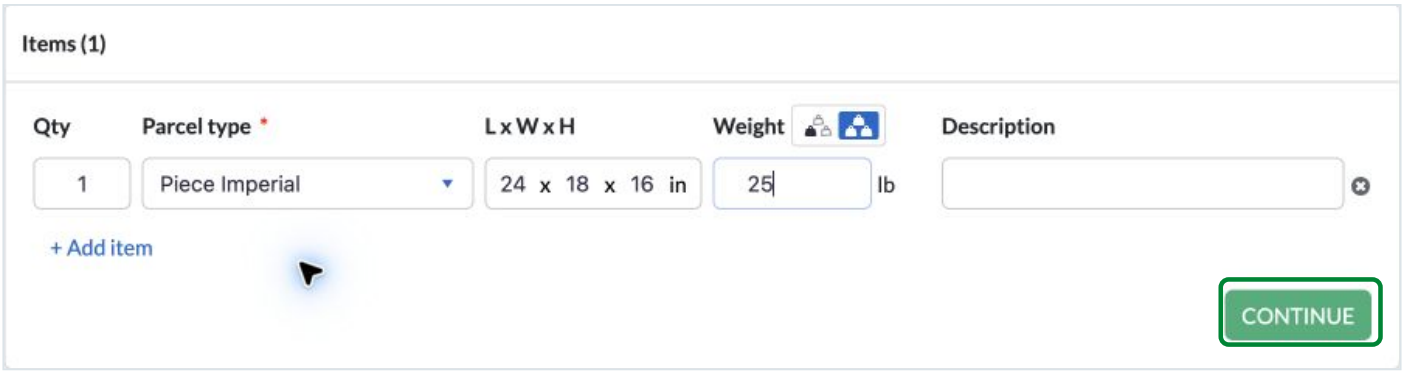
3 Enter the delivery details

Repeat for the delivery location. Check the receiving contact and address, add any delivery instructions, then select **Continue**.



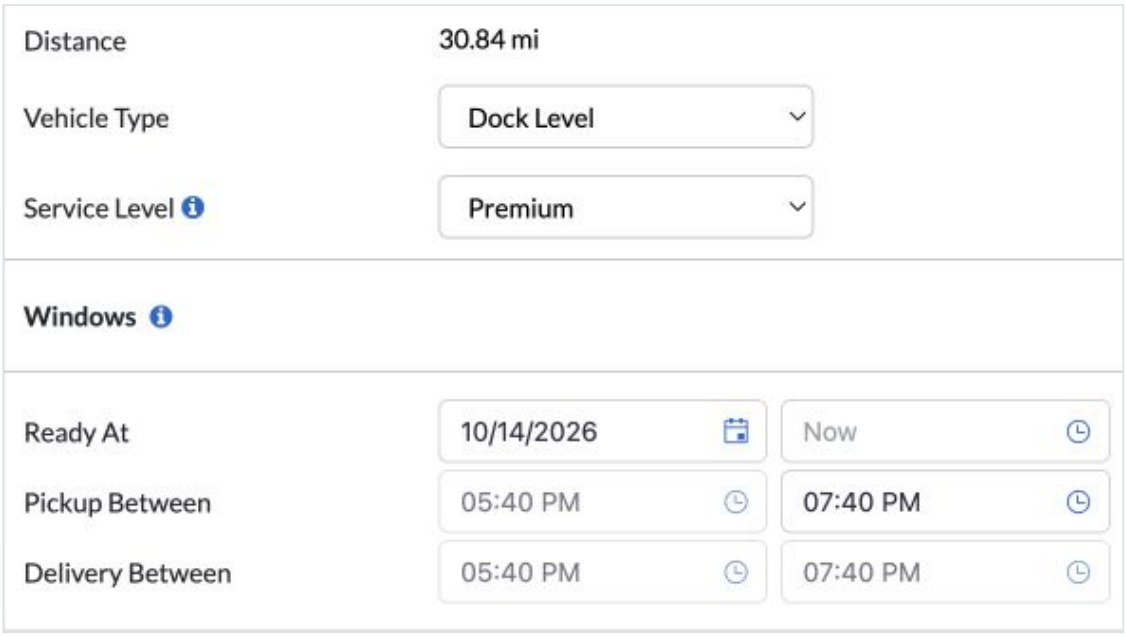
4 Describe your freight

Enter the quantity and choose the **Parcel type**. Add length, width, height and weight in the units shown. Use **+ Add item** for additional items, then select **Continue**.



5 Choose the service and timing

In **Summary**, select the **Vehicle Type** and **Service Level**. Set **Ready At** to when the freight will be ready. Review the pickup and delivery windows and any applicable pricing items.

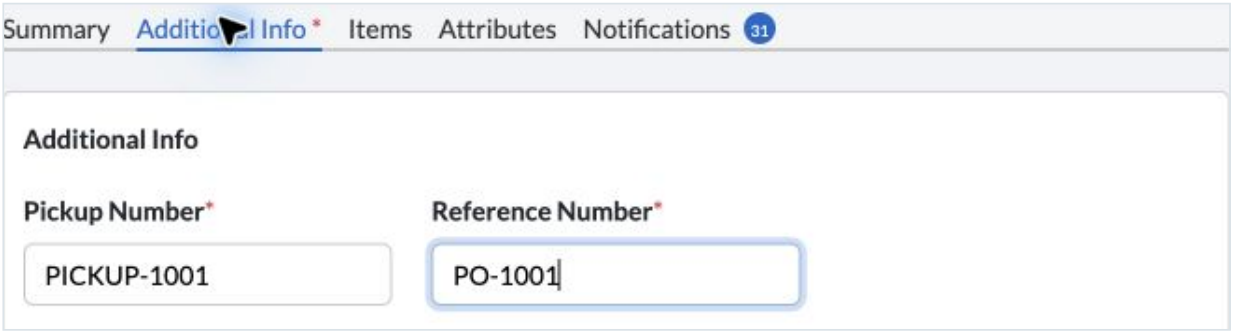


Some windows are calculated by the system and cannot be edited. If the available timing or equipment does not suit your shipment, contact dispatch before booking.

Screens show example details. Available choices and prices depend on your account and shipment.

6 Complete the required information

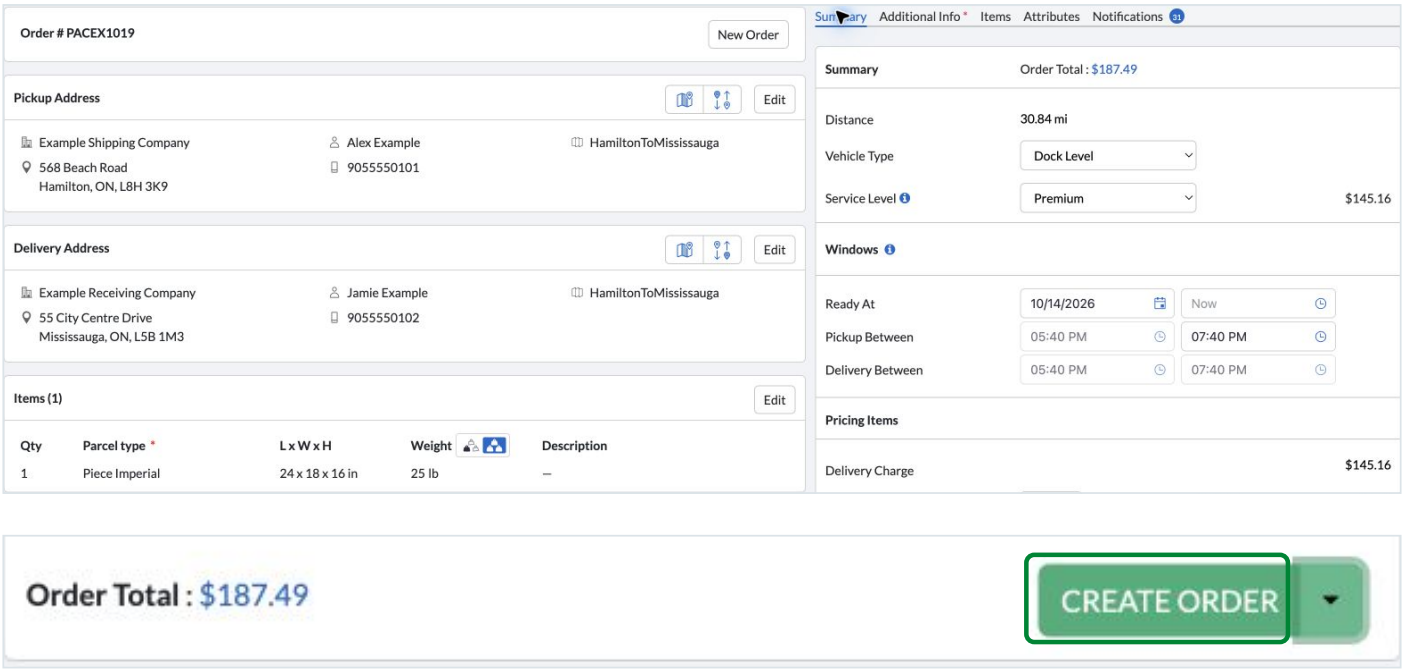
Open **Additional Info**. Enter the required **Pickup Number** and **Reference Number**. Complete any other required fields shown for your account. If you do not have a required reference, ask dispatch what to enter.



Check the pickup and delivery document or signature requirements. Review **Notifications** if you need shipment updates sent to specific contacts.

7 Review and create the order

Check both addresses, contacts, freight, service, timing and order total. Use **Edit** to correct details. When everything is correct, select **Create Order**.



Wait for confirmation before closing the page. Find the new shipment in **Orders** and keep its order number for tracking or enquiries.

Need help

Create Order is unavailable - check required fields, unfinished editors and validation messages.
The address is not recognised - select the correct suggestion rather than leaving typed text unconfirmed.
Price or timing is unclear - contact dispatch before submitting.

Call dispatch at **1-888-837-2239**.