



Frequently Asked Questions

1. How can I avoid extra charges on my shipment?

Most Common Reasons for Extra Charges on LTL Shipments:

Bill of Lading (BOL): It is your responsibility to send the Archgate system generated BOL to your shipper prior to pickup. For standard pickups, truck drivers will not have the BOL when they arrive. If another BOL is used, extra charges may apply.

Re-weigh: If the weight of your shipment is found to be more than what was booked, extra charges may apply. You should always use actual weight when quoting.

Density Change (Re-class): If the density of your shipment is found to be different than what was booked, extra charges may apply. Always confirm the most accurate weight and dims prior to quoting.

Re-consignment: A re-consignment fee may be assessed when the freight is rerouted in transit or when the shipper did not use the Archgate Bill of Lading.

Oversize/Over length: Typically applies to shipments exceeding 12 feet in length once pallets are stacked and loaded into the truck. Any shipments over 6 pallets, non-stackable, send quote requests to FTL@ArchgateTMS.com.

Limited Access: An adjustment may be applied if the pick up or drop off location has limited access. Limited access locations include camps, churches/temples, educational facilities, construction sites, fairs and carnivals, storage units, military bases, mine sites, some government facilities, schools, businesses located outside city limits, rural locations and farms. Limited access may also include commercial businesses not open to the walk-in public or where an employee is not available to assist with loading or unloading.

2. What should I know about my transit time?

Transit times are always estimated and are listed in terms of business days not including the day of pickup, weekends, or holidays. For example, if you are selecting a 3 day transit and the freight picks up on a Wednesday, estimated delivery would be the following Monday, Thursday, Friday, & Monday count as days 1, 2, & 3.

3. Can I upgrade to Guaranteed Service?

Yes. Please send quote requests to support@ArchgateTMS.com.

4. How can I track my shipment?

Enter your Shipment ID#, Customer PO#, or Shipper Reference# on the [Archgate](#) website where it says "Track Your Shipment". You will also be sent automated email notifications when the status of your shipment changes.



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5. How can I help ensure a same day pickup?

For standard pickups at a normal business with a dock, our LTL carriers typically need a 2-4 hour window from the time you place your order. Pickups at CFS Stations and Airlines require a minimum of 24 hours notice. Please note, same day pickups are not guaranteed. If you have any questions, please contact support@ArchgateTMS.com.

6. Will accessorial services affect my transit time?

Possibly yes. Services such as lift gate, appointment prior to delivery, residential pickup/delivery may require additional time and preparation from the carrier and/or shipper/consignee.