

Missed Pickups.

How to decrease them?



Missed or delayed shipments are not uncommon on the LTL side of the freight industry. They're costly, time-consuming and just outright disruptive for everyone involved. Understanding how carriers operate regarding pickups and knowing the factors that cause missed pickups help keep your shipping process flowing smoothly and efficiently and keeps your customers happy.



Important.

Pickup and delivery times are estimates. They are not guaranteed, though they are normally reliable. Most carriers do provide “guaranteed service” for an additional charge.

Why missed pickups happen.

Weather Related Issues.

Mother nature is often unpredictable and natural disasters can impact transit times throughout the year. Freight carrier terminals and highways may shut down due to extreme weather. Bad weather could also damage shipping labels, making them unreadable or unscannable. A change of plans in the process of your shipment's pickup often means a delay of the pickup.



Best Practice.

Book pickups at least 24 hours in advance for carrier scheduling and dispatch. Can make special arrangements based on capacity and availability.

Shared Space.

LTL shipments share the truck with other shipments. Trucks can get unexpectedly crowded quickly because stops before you may have more or larger sized freight/pallets than expected, consuming more space than anticipated. By the time the driver gets to your location for pickup, there may not be enough space to accommodate all of your shipment, forcing a re-scheduled pickup for the rest of the cargo.

Improper Scheduling.

Carriers work within certain timeframes to keep their workflows as efficient as possible. Understanding the LTL pickup window and proper scheduling will help avoid missed pickups. Most carriers make pickups in the afternoon and spend their mornings with freight deliveries. Scheduling a same day LTL pickup too late in the afternoon often results in a missed pickup.

Not Being Prepared for Pickup.

If the driver arrives at the pickup location and the freight is not ready or there is no one available to sign the Bill of Lading (BOL), they won't normally wait. The pickup must then be re-dispatched and some freight companies charge an attempt fee to cover extra time and miles.

What you (shippers) can do to decrease the number of missed pickups.

1

Early Bird Gets the Worm.

Schedule your pickups early in the day and allow a 4-hour window of time for freight pick-up. Carriers conduct pickups later in the afternoon (1 pm or later) after deliveries have been made in the morning. Expecting a pickup before noon will only lead to frustration. Understand that LTL pickups don't happen until the afternoon - you can however get guaranteed or special pickup for additional fee.

2

Have Your Ducks in a Row.

Have all the correct paperwork printed, complete and accurate. This includes the BOL and all shipping labels. Have someone present who is authorized to sign over the shipment during the pickup window. And make sure all the cargo you're shipping is ready to be picked up.

3

The Right Equipment.

If there's no loading dock or forklift at the pickup location, include a liftgate accessorial in your original shipment booking. If the truck shows up and there is no loading dock/forklift and the truck doesn't have a liftgate, your pickup will be rescheduled. Additionally, there will be an unwanted billing adjustment on your final shipping invoice.

4

Properly Package Your Shipment.

LTL carriers won't accept shipments that aren't properly palletized or crated. Improper packaging will cause your cargo to not get into transit when it needed to, leading to unhappy customers. Proper packaging prevents damage to your cargo and other shippers cargo sharing the same transit. Download our [Guide to Freight Packaging](#) for best practices on preparing your freight.



Don't Go It Alone.

We got you.

Working with a reliable 3PL like FreightCenter can help with scheduling and special arrangements such as same day pickup or urgent bookings to keep your shipments flowing smoothly. We help you be prepared and reduce missed pickups with regular weather alerts, custom solutions to maneuver around capacity issues and expert assistance to guide you through all the necessary paperwork. Get peace of mind knowing you have a partner every step of the way.

Have something to ship? We're here to help. [Get a quote](#) today or call one of our shipping experts (800) 716-7608.

