

**Q – When I complete my shipment or quote, no documents appear on my screen to view and/or print?**

You must first add Sameday.ca to your list of allowed popups in your Internet Browser to be able to view and print your shipping documentation. For instructions to do this with you specific browser, please choose from the below list;

IE - <http://support.microsoft.com/kb/843016>

CHROME - <https://support.google.com/chrome/answer/95472?hl=en>

FIREFOX - <https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>

**Q - I get a “NO PERMISSION” error when I try logging into my account?**

The password you are using is incorrect. Click on the “FORGOT PASSWORD?” link and follow the onscreen prompts to reset your password.

**Q - How do I find my invoices?**

Once you have signed into your online account, click on the “My Dashboard” link on the left hand side, then click on the “Invoice History” tab from your dashboard.

**Q - What do I do if I have a shipment to be picked up at another location?**

Create the shipment online and simply email or fax the shipping documentation to the actual shipper.

**Q – What is the difference between “Create a Shipment” and “Request a Pickup”?**

“Create a Shipment” will give you a rate based on your tariff, generate your labels & BOL’s, and request that a Sameday driver pickup your freight. “Request a Pickup” will only request a Sameday driver pickup your freight, no shipping documentation will be created.

**Q - How do I create a “RETURN SHIPMENT”?**

You must choose the “RETURN” option from the “SHIPMENT TYPE” drop down menu when creating your shipment. This will ensure the driver arrives with the necessary shipping documentation.

**Q - How do I order AM or D9 stickers or other supplies?**

You can order them through the website at this link;

<https://sameday.daycrossgroup.com/Forms/SupplyRequest.aspx> or you can email your request directly to [preprints@sameday.ca](mailto:preprints@sameday.ca)

**Q - How do I register for an online account?**

Click on the “REGISTER NOW” link on the homepage and follow the on screen prompts to create your account.

**Q – I keep getting an error that my postal code, province and city combination is not valid?**

In most cases, the postal code you are trying is not in our system. Clear out the postal code you have keyed in and click on the magnifying glass icon next to the postal code field, this will bring up a listing of valid postal codes for that city and province. To select a valid postal code, just click on one from the list.