



## Galls and R+L Carriers FAQ:

### Q. How do I go about shipping my freight via R+L Carriers?

A. There are four ways to ship via R+L:

1. Set up an R+L account using the steps described below. Log into your account to create the BOL and schedule a pickup.
2. Use the BOL creation tool on [www.RLCarriers.com](http://www.RLCarriers.com) to create and schedule a BOL and pick up. An R+L account is not required to do this.
3. Use your company's BOL and contact R+L to schedule a pickup at [www.RLCarriers.com](http://www.RLCarriers.com) or 800-543-5589.
4. Contact R+L to schedule a pickup and request a blank BOL which you will fill out and provide to the driver at the time of pick up.

### Q. Do I need an R+L account in order to have my shipment picked up?

A. No, an R+L account is not required. All you need to do is contact R+L at 800-543-5589 or visit [www.RLCarriers.com](http://www.RLCarriers.com) to schedule a pickup.

### Q. How can I sign up for an R+L account if I so choose?

A. To sign up for an R+L account you will need to contact the account executive team at R+L to have them create an account for you. You may do this by contacting Ashley Collins at 800-543-5589 x1643 or [Ashley.Collins@RLCarriers.com](mailto:Ashley.Collins@RLCarriers.com).

### Q. Is there a point of contact I can have for R+L?

A. Please direct any questions to Ashley Collins at 800-543-5589 x1643 or [Ashley.Collins@RLCarriers.com](mailto:Ashley.Collins@RLCarriers.com). She will assist you with getting in contact with your region's account executive.

### Q. Can I use my own BOLs?

A. Yes, you will still need to contact R+L to schedule a pickup. When the driver arrives, please give them the already completed BOL. We recommend making three copies of the BOL, keep one, and two will go with the driver.

- **When drop shipping and using your own BOL, please ensure that the Bill To address is:**  
Galls, LLC  
PO Box 55208  
Lexington, KY 40555

### Q. What if I have hazmat items to ship?

A. Hazmat shipments will need to have specific information listed on the BOL. Namely, the UN number for what you are shipping, an emergency contact name and phone number, and exactly what is being shipped. This information should be in the description field of the BOL. R+L will not pick up hazmat materials without this information on the BOL.

**Pallets must be secured. Pallets with loose packages WILL NOT be picked up by R+L Carriers.**



This guide is designed specifically for Less-Than-Truckload (LTL) shipments, as defined by shipments that total less than 20,000 lbs. or are 10 pallets or less. For full Truckload (TL) shipments, as defined by shipments that total more than 20,000 lbs. or are 11 pallets or more, contact R+L Global at [Galls@RLGlobal.com](mailto:Galls@RLGlobal.com) for assistance with scheduling.