

How to schedule an [online pickup](#) with LSO?

At LSO, we know there's a lot on your plate, and a lot on your mind. So if you don't have time to drop off your packages at a nearby LSO location or a dropbox...no problem!

LSO makes it easy to request a package pick up right at your location.

Our online tool makes it quick and easy to schedule a one-time pick up, or cancel one, too.

All you need is an account with LSO.

Just follow these easy steps to schedule a pickup online:

- 1- Go to <https://www.lso.com/access/pickuprequest.aspx>
- 2- Under the "Account information" enter your "LSO Account number" and your company "Main zip code" – Click on the "CONTINUE" button at the bottom right of the page:

The screenshot displays the LSO website's account information page. On the left, a navigation menu includes links for 'Schedule A Pickup', 'Find A Drop Box', 'Fuel Surcharge', 'Service Area', 'DIM Relief', 'ACCOUNTS', 'Open An Account', 'Customer Referral Program', 'Payment Options', 'Track A Package', 'WebShip', 'Order Supplies', 'LSO Package Points™ Customer Rewards', 'Customer Cookie Program', and 'ABOUT LSO'. The main content area is titled 'Account information' and contains the following text: 'Please enter the LSO account number of the party who will be paying for the shipping fee. If you don't have an account, click [here](#) to create one.' Below this, it states '* Required fields.' and shows two input fields: '* LSO Account No' with the value '139795' and '* Main Zip Code' with the value '78754'. A blue 'CONTINUE' button is positioned at the bottom right of the form. A link for 'cancel pickup request page' is provided at the bottom of the form. On the right side, a customer profile for 'WALTER SAC' is shown, including 'LSO POSITION: Driver', 'HOMETOWN: Quetzaltenango, Guatemala', 'FAVORITE BAND: Metallica', and 'FAVORITE QUESTION FROM A CUSTOMER: Was once approached and asked if he would also deliver flowers.' At the bottom right, contact information is provided: 'We're here for you: Live customer service: 800-800-8984, customerservice@lso.com', and 'Customer Support Hours: M-F 7:30am - 7:30pm CST, Sat 10am - 1pm CST'.

- 3- Fill in the “*Pickup address*” required fields (see fields highlighted in yellow below. The other fields pre-populate automatically from your account.) Then click on the “*SHOW PICKUP DATES*” button at the bottom of the page.

Pickup address

* Required fields.

*Phone Number - - Ext.

*Your Name

*Company

*Address

Suite/Bld

*City

State

*Zip

[SHOW PICKUP DATES](#)

- 4- Next, the “*Pickup dates*” screen will appear. Now you can schedule a date and time for your package pickup, as well as the details of pickup and package information.

*Important: **Please note that you must have a minimum window of one hour between the time your package is ready for pick up and the time your business closes for the day, unless the package is marked as left outside the door.*

When you’ve entered all of the necessary info, click “*SCHEDULE PICKUP*”. You’ll receive a confirmation number indicating that your request was successfully submitted to our operations team. You’ll see the “*Pickup scheduled*” screen that includes your pickup confirmation number.

Pickup dates

Please enter pickup information.

Please call customer service at 800-800-8984 for special arrangements if your business closes sooner than the earliest close time available on this form.

| | | |
|------------------------------|--|-----------------|
| Pickup Date | <input type="text" value="Wednesday September 16, 2015"/> | Pickup is today |
| Ready Time | <input type="text" value="5:30 PM"/> | |
| Close Time | <input type="text" value="7:00 PM"/> | |
| Leave Outside Door | <input type="checkbox"/> (After Close Time) | |
| Dolly Required | <input type="checkbox"/> | |
| HIPPA Certification Required | <input type="checkbox"/> | |
| Number of Packages | <input type="text" value="1"/> | |
| Total Weight | <input type="text" value="2"/> | |
| E-mail Confirmation | <input type="text" value="joe.ramos@test.com"/> | |
| Special Instructions | <input type="text" value="This is a test pickup for training purposes"/> | |

SCHEDULE PICKUP

**Please note that you must have a minimum of a one hour window between the time your package is ready for pick up and the time your business closes down for the day unless the package is marked as being left outside the door.

Need to cancel a pickup request? Please visit the [cancel pickup request page](#).

Pickup scheduled

Your pickup request has been scheduled.

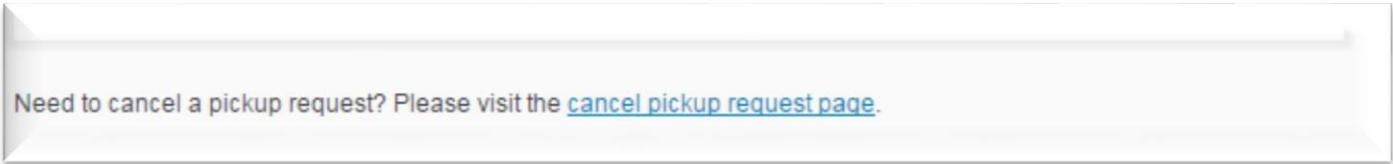
Your confirmation number is:

AUSW16026

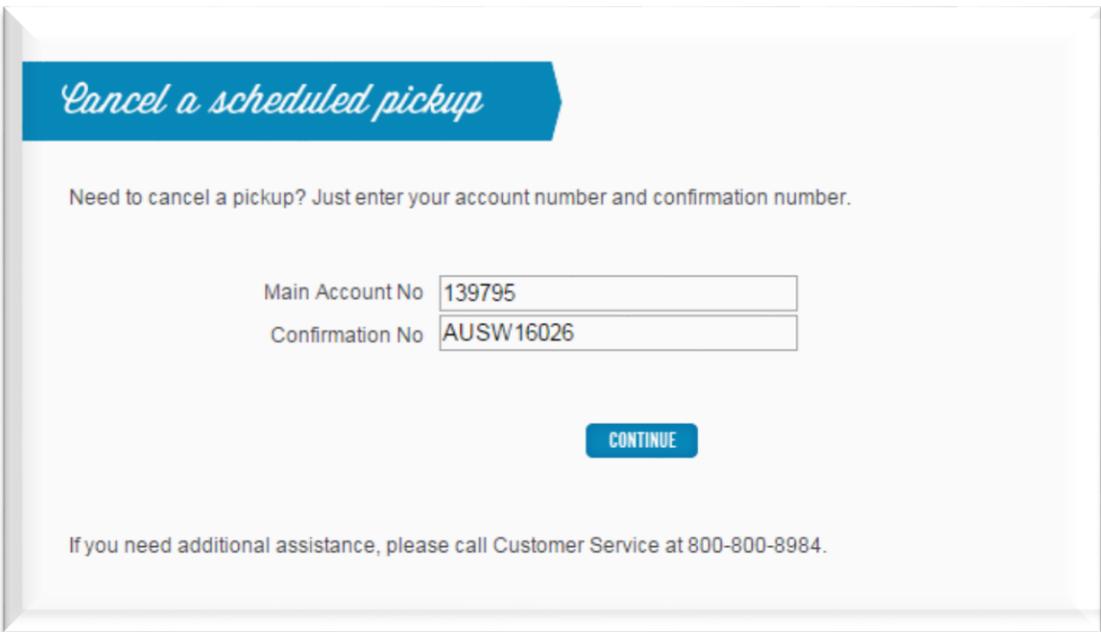
Email successfully registered for confirmation

Please take a note of the confirmation number above for your record.

- 5- Need to cancel a schedule pickup? Not a problem! At the bottom of the “Pickup dates” page, you’ll see a [“cancel pickup request page”](#) link. Just click this link and...



- 6- You’ll see a [“Cancel a scheduled pickup”](#) screen. Enter your “Main account number” and the “Confirmation number” of your scheduled pickup, then click [“CONTINUE.”](#)



- 7- Next, just verify this is the pickup you wish to cancel. (This information is very helpful if you have scheduled several pickups.) Click the [“YES”](#) button on the bottom right of the page. A cancelation confirmation page will appear, alerting our driver *NOT* to pick up your shipment. Pretty easy, huh?

Cancel a scheduled pickup

Please verify that this is the pickup you wish to cancel. Click "yes" to confirm cancellation.

9/16/2015

Contact Name Joe Ramos
Address 1601 HEADWAY CIRCLE
Suite/Bld
City AUSTIN
State TX
Zip Code 78754
Phone (512) 456-4444
Pickup Date 9/16/2015
Number of Packages 1
Total Weight 2
Ready Time 5:30:00 PM
Close Time 7:00:00 PM
Leave Outside Door No
Dolly Required No
Special Instructions This is a test pickup for training purposes

Confirmation Number

AUSW16026

Is this the pick-up you want to cancel?

YES

NO

Pickup cancel confirmation

Your Lone Star Overnight pickup request has been canceled. Please take note of the confirmation number.

9/16/2015

Confirmation Number **AUSW16026**

If you need additional assistance, please call Customer Service at 800-800-8984.

- 8- At LSO, we understand that your packages are much more than packages – they are your business, your future and perhaps, your nest egg. That’s why we always strive to deliver peace of mind with every piece you ship. If any difficulties should arise, our friendly live customer service is always just a call away. And we live to help you get that package to its final destination.

Thank you for shipping with LSO!