

# Use **EXPRESS PICK UP** & Avoid the long line ups or wait times!



Place your order no later than 4 p.m. the day before & your order will be ready by 7 a.m. the next morning!

*More details about our Express Pick Up Service on the back.*



# FAQ's

## 1. How does Express Pick-up work?

Call-in your order, e-mail, visit the branch or order online using your customer portal. Orders MUST be placed and received no later than 4 pm the day before pick up is required.

## 2. How long do I have to pick up my order?

Let us know if you won't be in as planned to pick up your order. You will have two days to retrieve your order.

## 3. What if I do not want what I ordered and I need to change it?

Call ahead to update us or at the time of pick up if you decide to make changes, we will then alter your order. You must however, first see a sales associate to initiate your changes. Unfortunately, this extra step will delay your Express PU.

## 4. What if I can only pick up a portion of the order?

You can still proceed to our warehouse yard and the warehouse material handler will split your order and create a back order for you. Your remaining order can safely sit for an additional 3 days maximum before we disassemble it and return the items to stock.

## 5. I have a customer portal but it is a cash account not a credit account. Can I still take advantage of this service?

Yes, however, you will have to prepay your order. You have a few payment options but arrangements need to be in place first. Please talk to a sales representative about a token or an EFT.

## Our Locations

**Edmonton – West**  
11660 – 170th Street  
Ph: 780-452-7786

**Edmonton - East**  
5510 - 125A Avenue  
Ph: 780-478-3856

**Red Deer**  
7780 Edgar Industrial Way  
Ph: 403-309-0002

**Calgary – South**  
4140 – 120th Avenue SE  
Ph: 403-243-2633

**Calgary - North**  
Bay 6, 2835 – 19th Str. NE  
Ph: 403-717-4464

**Saskatoon**  
3630 Thatcher Avenue  
Ph: 306-384-8072

# You're going to LOVE our Customer Portal & App!

It is an invaluable workflow resource and may become your preferred method of interacting!

**ENJOY** the many perks that come with your customer portal!



Monitor your account activity on the go with the Web Track App!



View your account history, quotes, orders, invoices and credit notes.



View your price lists and purchase history.



Print copies of your transactions and monthly statements.



Track and follow your deliveries and get a proof of delivery photo taken by our drivers.



Online access gives you the freedom to process paperwork & order online for EXPRESS Pick-up 24/7.



**Contact our credit department today to get your log in credentials.**

E-mail: [credit@CGSupply.ca](mailto:credit@CGSupply.ca)  
Toll Free: 1-877-752-7786 | Head Office  
Edm: 780-452-7786