

**EXPRESS
PICK UP**

**ORDER ONLINE WITH YOUR
WEB TRACK CUSTOMER PORTAL**

**ORDER
ONLINE**



Another
Customer
Portal Perk!

**EXPRESS
PICK-UP**

**ONLINE ORDERS ONLY
FOR CREDIT ACCOUNTS**



www.consolidatedgypsum.ca

Announcing....

our **NEW EXPRESS PICK UP** service!

We've been listening to you & have tailored this new service to meet your needs.

- ➔ *Avoid long line ups & wait times*
- ➔ *Orders are prebuilt and ready for you*, so you can return to your job site ASAP.*

** Refer to FAQs on reverse and learn about how this works.*

CONTACT

our credit department today to get your log in credentials.

E-mail: credit@CGSupply.ca

Toll Free: 1-877-752-7786 | Head Office Edm: 780-452-7786





NEW SERVICE

SHOP ONLINE AT YOUR CONVENIENCE 24/7

EASY • QUICK • SAFE

FAQ's

FREQUENTLY ASKED QUESTIONS

1. I have a customer portal but it is a cash account not a credit account. Can I still take advantage of this new 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.

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

For Express Pick Up, once you receive the confirmation e-mail that your items are ready for pick up, you have two days to retrieve your order.

3. Can I expect an e-mail confirmation immediately after I place an online order?

You can expect an e-mail confirmation in an hour. However, any online order after 4:00 pm can not be processed the same day. You should expect to receive an e-mail confirmation between 7:00 or 8:00 am. the next day.

4. Do I need to bring anything with me at the time of pick up?

Please bring your e-mail confirmation. The e-mail confirmation allows us to fast track you! You can by-pass our sales desk in the showroom and proceed to our warehouse yard.

5. 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.

6. 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.

7. What if someone else is picking up my order for me?

Please provide them with a signed copy of the e-mail confirmation allowing them to pick up the order in your name. Ideally, at the time of your online order you can explain that in the special instructions field.

8. Are all products available in all stores or can there be a delay with my online order?

No, skus may vary by location. You will be contacted by a sales rep to see how you want to deal with any back orders; whether you wish to proceed, substitute or cancel your order.

ENJOY
many of the
other Perks
that come
with your
customer
portal!



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.

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