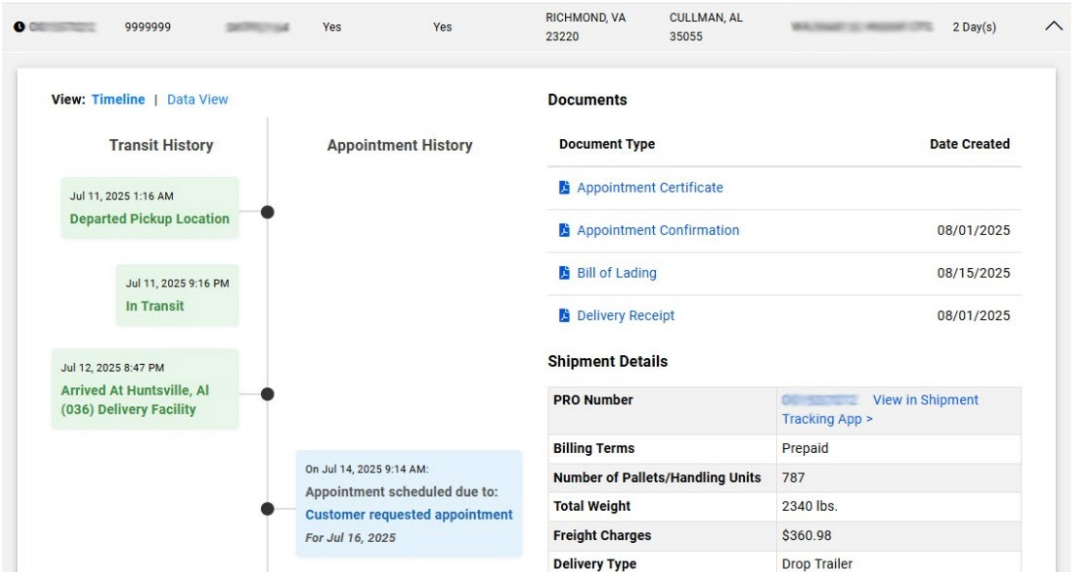
APPOINTMENT RESEARCH TOOL

Reduce Costly Chargebacks With Proof Of Performance

When delivery windows are tight, your business can't afford uncertainty. That's why we've designed our Appointment Research Tool to give you clear, time-stamped visibility into every key milestone of your shipment—from appointment scheduling to delivery—so you can confidently verify performance, reduce costly chargebacks, and protect your business.



Use our Appointment Research Tool to view and access:

- **Appointment milestones -** Confirm when your appointment was scheduled and completed
- **Transit milestones –** Review pickup, arrival, and delivery timelines
- **Research results –** Download key appointment details as a spreadsheet
- **Appointment Research Certificate -** Export shipment, appointment, and delivery details as an image
- **Appointment Confirmation –** Access documentation from the appointment scheduling process as an image

Ready to get started?

- Log into My Estes (Don't have an account? Sign up here)
- Select Appointment Research Tool under the Track menu
- Enter your PRO or reference number
- See your shipment's appointment and transit details

Ready to experience our Appointment Research Tool for yourself? Use our quick how-to-guide to learn more and log into My Estes to get started. Questions? Contact your account manager or email websupport@estes-express.com today!