

Frequently Asked Questions

Can I book my deliveries online?

Yes you can! Custom Courier offers online dispatch bookings for our small fleet services including cars, mini-vans and ½ tons. If you don't already have an online user-name and password please contact our office and we will set you up with one and you can be online within minutes! You can also request your user-name and password via email at admin@customcourier.com

I don't have an account set up with Custom Courier; can I still book a delivery?

You certainly can. Custom Courier accepts cash, visa and MasterCard for delivery services. Simply call us at 306-653-8500 and speak to one of Customer Service Representatives and they can book your delivery and arrange payment terms.

How do I set up an account with Custom Courier?

Setting up an account with Custom Courier is simple, simply call our office at 306-653-8500 and ask for Bryan or Jeff. They will fax, email or stop by your place of business with a complete rate package and simple credit application. You can also request a rate package and credit application via email at bryan@customcourier.com

How long will it take to set up an account?

*Once you have the credit application filled out all you have to do is send it back to us via fax at 306-653-8503 or via email at bryan@customcourier.com
Once received we will call or email you, usually the same day and your account will be ready to use.*

Is there a minimum usage required to set up an account?

Not at all. Whether you have 1 delivery a month or 100, we can set you up to utilize our services.



When do I receive my invoice?

Custom Courier runs two billing cycles each month. The first billing cycle is from the 1st of the month to the 15th, and the second billing cycle is from the 16th to the last day of the month. You typically receive your invoice 2-3 days after each billing cycle. Included with your invoice is detailed delivery report listing all your deliveries along with their corresponding pricing, delivery time, and receiver name.

How do I book a delivery?

*There are two different ways to book a delivery. You can call our office directly at 306-653-8500 and speak to one of our Customer Service Representatives. When you call during our regular business hours you always get a live person on the phone in our office, we do not have any automated phone systems or phone trees. You can also book deliveries online – see FAQ **Can I book my deliveries online?***

Once I book a delivery when will it be picked up?

Custom Courier offers two service levels – regular and rush. Most regular deliveries are picked up within 30-60 minutes of your call and then delivered within an hour after pick up. If we are experiencing any pick up or delivery delays our Customer Service Representative will notify you when you call. For Rush service we strive to achieve a delivery completion time of no more than 40 minutes for deliveries within the north end of the city and 70 minutes for completion for all other areas.

Where do you deliver to?

Custom Courier offers local delivery services within Saskatoon and surrounding areas (within 65km radius of Saskatoon). We also offer hot-shot highway services for destinations beyond 65km within Saskatchewan, Manitoba and Alberta.

What are your hours of operation?

Custom Courier is open Monday to Friday from 7:30am-5:30pm, and Saturdays from 8:30am – 12:00pm. We do offer after hours services, but we recommend you call for a detailed quote as prices vary depending on time of day and vehicle type.

