

Reddaway FAQ Doc

What's changing on the website?:

Effective **September 20, 2021**, Reddaway's website will be updated with a new look and additional features. Updates will include easier navigation, improved shipment tracking tools, new delivery methods, and customized reporting.

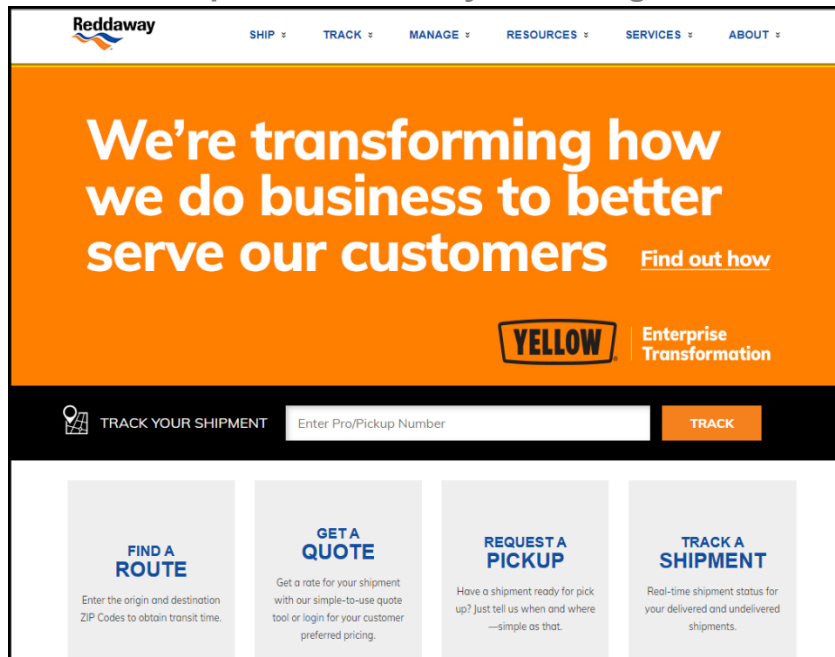
The Reddaway address will remain: <https://www.reddaway.com/>.

In addition, current webservice requests, login credentials, and file formats will not change.

Website Updates

The tools you use to schedule pickups and deliveries, create a Bill of Lading, obtain rate quotes and track shipments have also been enhanced.

Updated Reddaway Home Page



Please review the instruction guide linked below to learn more about Reddaway's updated web tools.

[Reddaway User Guide](#)

What are the Pro Number Changes?

Yellow has recently undergone an update of our internal operating systems. Reddaway began using a new **9-digit PRO label** with a **tenth check digit** effective **August 5**.

New PRO Label Format



Digits 1-9: PRO number

Digit 10: Check digit number

You may use one of the following methods to obtain PRO shipping labels.

PRO Booklet Users

- Your Account Executive or Driver can provide a supply of booklets with the new PRO format to your location, replacing old booklets.

Pre-Assigned Electronic PRO Users

- You can order new electronic PROs by either calling Reddaway customer care at **1.888.420.8960** or by contacting your Account Executive.
- A new check-digit calculation will be required as part of the new process. Instructions regarding this change can be accessed through this [link](#).

Reddaway Website Users

- The Reddaway website now automatically assigns the newly formatted PRO when creating a Bill of Lading online.

If you have any questions about the Pro label changes, please contact your Account Executive or Customer Service at customerservice@reddaway.com or by calling **1.888.420.8960**.

Will my account number remain the same?

All credentials will remain the same.

Will my saved information migrate to the new Reddaway site?

Unfortunately, saved information such as your address book, BOL templates, reports and commodities will not be able to be migrated to the new site. If you have a way to save your addresses, we highly recommend it as customers will need to create new saved preferences and criteria with the launch of the new website.

Will Reddaway and Holland remain on the same Portal?

With the change on September 20, Reddaway and Holland will be on separate portals. Customers will now be able to quote specific Reddaway services and Holland services separately.

Who should I contact if I have questions?

You can still contact your Account Executive, customerservice@reddaway.com and websitesupport@reddaway.com via email, or call 1.888.420.8960 with any questions you may have.