



**Postal Express**

Express Package • Mail Logistics • Courier Service

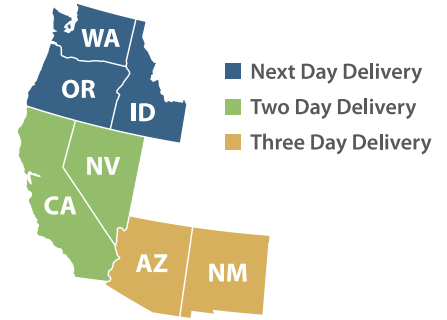
# GSO and Postal Express

On April 5, 2017, Postal Express (PEX) was acquired by General Logistics Systems (GLS) and has become a sister company to GSO, based in Pleasanton, CA. Through their combined expertise, GSO and Postal Express will be able to provide Priority Overnight, Ground, and Freight delivery throughout the West Coast.

Postal Express will continue to provide overnight delivery to every address in Oregon, Washington and Idaho, and now offers 2-day delivery service to California and Nevada, and 3-day service to Arizona and New Mexico.

Pickup and delivery service for current PEX customers will continue uninterrupted. PEX shippers can continue to make labels using the PEX website and software. All package pickup and delivery, tracking, customer service, and billing functions will be seamless for shipping across the combined geography.

Time-in-Transit Map When Shipping from Washington, Oregon, or Idaho



## For questions about the integration of GSO and PEX

Contact the GSO/PEX Transition Team, Vicki Jones or Chris Chapman at: 800-287-0613, Option 3

To learn more about GSO, visit: [www.gso.com](http://www.gso.com)

# FAQs for Postal Express Customers

## Q: Who is GSO?

A: GSO is a regional overnight Priority, Ground, and Freight delivery provider that has been in business since 1995 with headquarters in Pleasanton, California. The company provides parcel and freight delivery service throughout California, Arizona, Nevada, and New Mexico, and is excited to add the Pacific Northwest to its service area. Learn more at [www.gso.com](http://www.gso.com) or call 888-SHIP-GSO (888-744-7476).

## Q: I didn't know I could use Postal Express to replace FedEx and UPS for my West Coast shipments. How can I learn more?

A: There are many advantages to using a regional carrier over the national carriers for your shipments. Contact Vicki Jones or Chris Chapman from our PEX transition team at 800-287-0613, Option 3. They can answer your questions, provide rates, and get you started with Parcel or Freight delivery services.

## Q: I would like to open a new shipping account. What do I need to do?

A: You may visit [www.gso.com](http://www.gso.com) to open a new account online, or feel free to call one of the following representatives based on your location and they will help you open a new account over the phone:

### Oregon and Idaho

Jordan Cruz: 800-322-5555 Ext. 5385

### Washington

Aaron Sena: 800-322-5555 Ext. 5382

## Q: Will there be any change to my current Postal Express Services?

A: No, Postal Express will continue to provide overnight delivery, messenger, courier, and mail services and you will now be able to ship packages to CA, AZ, NV, and NM . [View transit maps.](#)



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## FAQs for Postal Express Customers continued

**Q: I currently use Postal Express for my shipments. Do I have to do anything differently to make labels?**

A: No, you can continue preparing your labels as you normally would with PEX applications, and your scheduled pickup and delivery services will not change.

**Q: Is my office pickup time going to change?**

A: No. There will be no change to your current pickup service.

**Q: Will I still receive invoices from Postal Express?**

A: Yes, as long as you continue using the Postal Express website to make your labels, your invoices will come from PEX and there is no change to the remittance address.

**Q: I currently use Postal Express for my mail runs and courier service. How do I use them for overnight shipping? Can I just make a label for a delivery in California?**

A: It is best to open a new account so that you may begin using our shipping services which include Priority, Ground, and Freight delivery service. You may visit [www.gso.com](http://www.gso.com) to open a new account online, or contact one of the following representatives based on your location and they will help you open a new account over the phone:

**Oregon and Idaho**

Jordan Cruz: 800-322-5555 Ext. 5385

**Washington**

Aaron Sena: 800-322-5555 Ext. 5382

**Q: I want to open an account to ship palletized freight. Who do I call?**

A: If you are a current PEX customer, please contact Vicki Jones or Chris Chapman at 800-287-0613, Option 3 and they will help you set up a new Freight account.

**Q: I used to ship with PEX and want to start shipping again. Should I open a new account?**

A. Your account should be active, but we recommend establishing a new GSO account. Contact one of the following representatives based on your location and they can help you get started:

**Oregon and Idaho**

Jordan Cruz: 800-322-5555 Ext. 5385

**Washington**

Aaron Sena: 800-322-5555 Ext. 5382

**Q. My company uses GSO in CA, AZ and NV. Can I use their account number?**

A. Yes, but first you will need to register as a user on your company's GSO Account. You will need to know the account number and the billing zip code for the GSO account; if you do not have this information, contact the PEX transition team and they will assist you.

**Q: Can I use the GSO web site to make labels?**

A: Yes. We will first need to activate your account and make sure you are registered as a user. For assistance, contact the PEX transition team.

## Still Have Questions?

For existing Postal Express Account questions, contact the GSO/Postal Express Transition Team at:

**800-287-0613, Option 3**

For general questions about GSO, contact our sales team at:

**800-287-0613, Option 2**