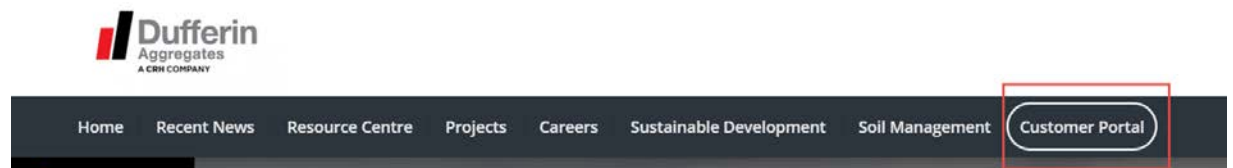# How to Acknowledge or Reject Loads on the Customer Portal
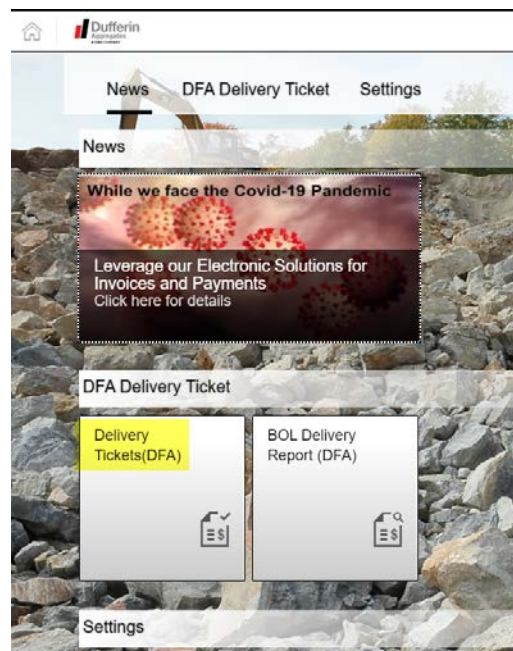
Step 1:

Log onto the portal through www.dufferinaggregates.com

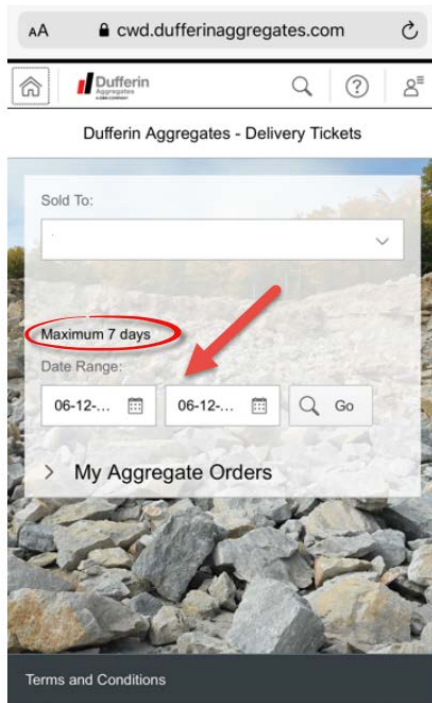**Step 2:**

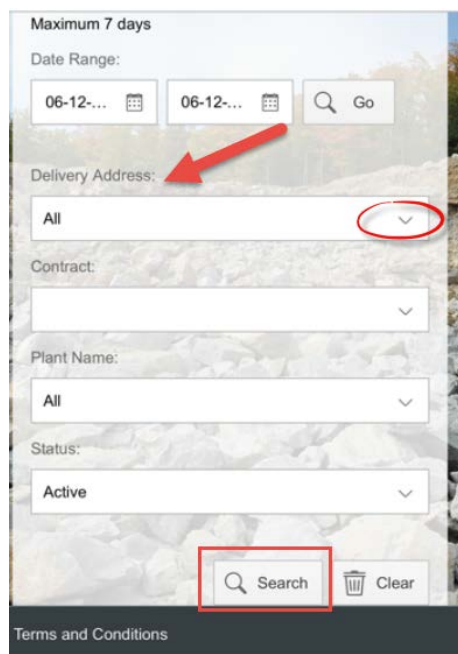Click on the "Delivery Tickets" tile

Step 3:

3. The system will default to "today's date" however; you can be backdated up to 7 days. Pick your date and click "Go".
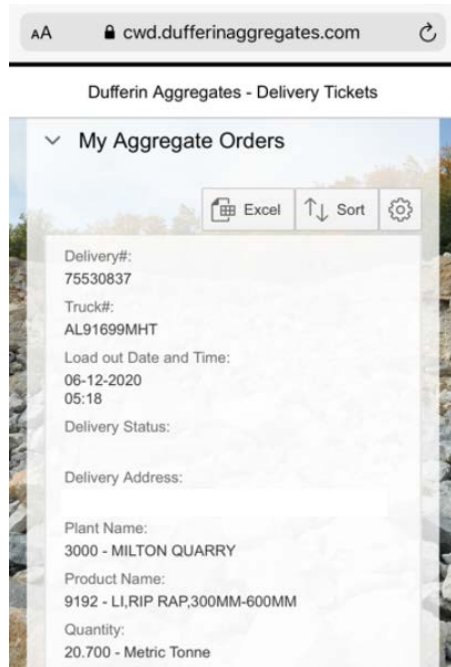

Step 4:

4. Select the appropriate delivery address from the dropdown list and click Search.
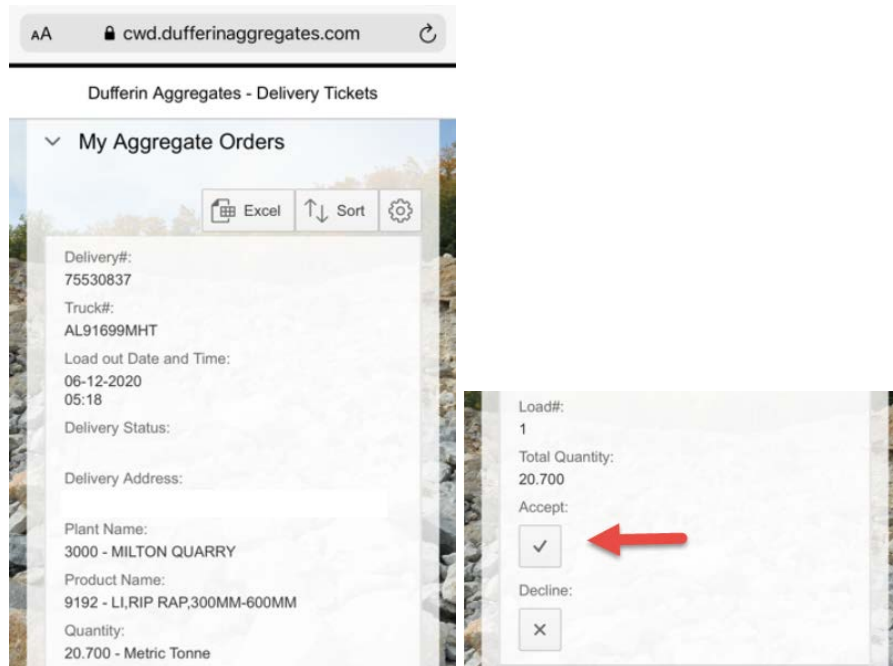
System will display all the deliveries for the selected date and delivery address selected in the search criteria.
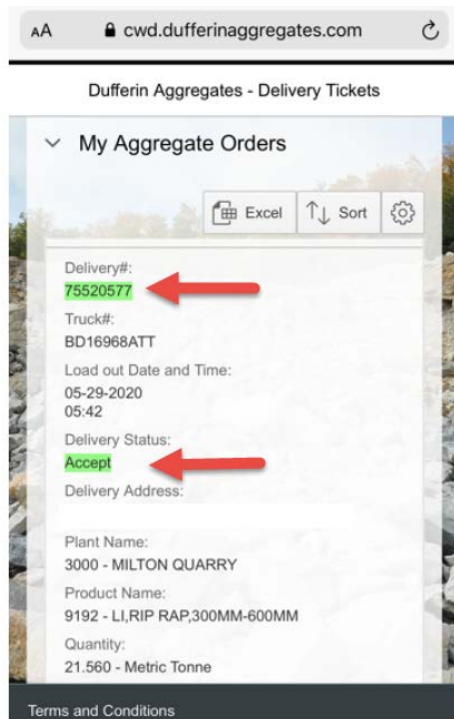

Step 5:

Click "Accept" to acknowledge that the shipment was received.

Your Delivery # and Delivery Status will turn green, indicating the ticket has been accepted.

Step 6:
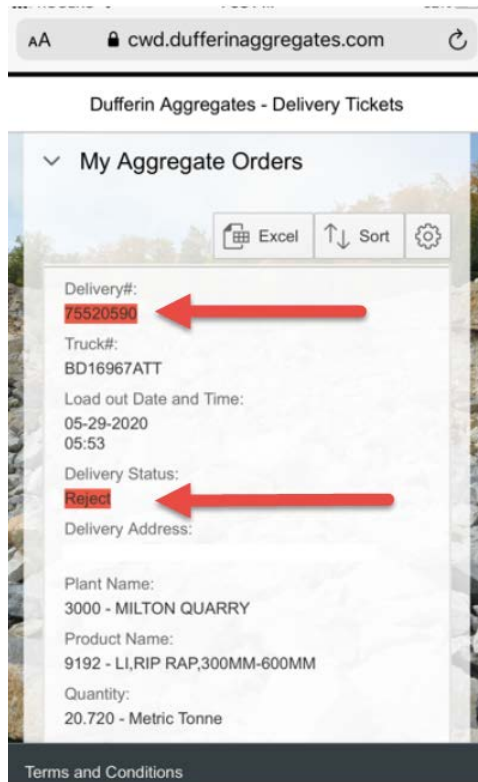
To reject a shipment, click "Decline"

Enter a reason for rejection in the comment box and click "Reject".

Your Delivery # and Delivery Status will turn red, indicating the ticket has been declined.

An Email will be sent to Dufferin Aggregates customer support team advising that a delivery has been rejected.

Other Features:

- Your list of tickets can be downloaded to Excel
- You can sort the ticket information based on specific key fields
- Additional fields can be added to the search results (however cannot be set as default)