

We have recently finished a client log-in area that will give you more control and visibility of your shipments and history.

If you haven't done so already, please visit Fly-Away Poles and click "Register for an account". You will then be prompted to enter your name/business name, contact information and address.

Once logged in, you can click on the "My Account" tab to edit any of your contact information or change your password. From this tab, you will also see a sub-tab called "Pole Bags/Tubes". If you are shipping personal poles to/from competitions, etc, chances are you will be shipping the same tube(s) with the same or similar poles. This might be a 16' standard corrugated tubing that weighs around 50lbs. You would enter the tube information along with a description (i.e. Men's Blue UCS Bag) and then click on "Add Pole Tube". This will make this tube available when creating a new shipment.

The "Pole Inventory" will store the weight, length, flex and make of each pole in your inventory". We obtain this information since our insurance policy requires us to know the exact value of each and every shipment we handle.

The "Addresses" tab is where you will store your list of "ship to" addresses. You will need to add your "home" address to this list and check the box for "make this my default address". If you aren't sure of your delivery address (and it's going to a college/university), please let us know as there's a good chance we have the information on file

Once you've added your pole bag/tube and addresses, you're ready to submit a shipping request.

Click on the "Shipments" tab and then "New Shipment".

- Select your desired pickup and drop-off dates
- Select your pickup and destination addresses (if either of these addresses are a residence, or you would like to know the possibility of dropping off or picking up at a service station, please make a note in the special instructions)
- Select your product (bag/tube that you previously entered), enter the number (most will be 1, unless you have 2 of the same weight/dimension tube) and the contents (pole vault poles and/or javelins). If you have multiple bags/tubes of different dimensions, you will select more than one "product".
- Click "Request Quote"

We will receive notification of your request and update the request with the rate, transit time and other additional details. When a quote request is ready for your viewing, you will receive an email notification (sent to the email address listed in your contact information). You will need to log-in to view this information. To move forward, you will simply select "Accept Shipment" from the drop-down menu. We will then prepare the required shipping document. When this information is ready for you to download, you will receive another notification letting you know that the shipping document is ready for download, along with other information (including the invoice).

For pickup, you'll simply need to have the provided shipping document with your poles and your contact information listed on the bag/tube (you can never have too much identification when shipping poles).