

Frequently Asked Questions

Freight Branch & Small Package Program

What are the directions to Building 299 Shipping/Receiving?

Caller is transferred to - 309-782-8539 - a phone that has recorded directions to RIA.

What are the hours of operation for Transportation Freight, Building 299?

Monday-Friday, 0700 to 1430.

Does the RIA receive freight shipments on the weekends?

RIA does not receive freight on the weekends except for emergency shipments that are coordinated in advance with the Transportation Office

Can the Transportation Office provide a customer a Transportation Accounting Code (TAC) to ship?

No, you obtain the TAC from your financial manager.

How do I know if my TAC is valid?

The Transportation Office can verify if the TAC is valid in Transportation Global Edit Tables (**TGET**), this information will be passed on to the customer.

How do I found out if my shipments have arrived on RIA?

To receive status of shipment, contact the Transportation, Receiving Section at 782-6233 or 782-2524.

Where do I obtain Tracking information for my shipment?

Tracking information is provided to customer by the Transportation Office. You will receive either a Fed Ex tracking number or CBL and Pro number for motor carrier shipments.

What are the criteria for a package to be shipped via Fed EX?

Fed Ex small package has a maximum weight of 150 pounds.

Fed Ex heavy weight has a maximum weight of 2,000 pounds.

When is the cutoff time for Fed EX?

Documentation and material should be given to the Freight Office by 1330 for the package to be shipped that day. If the shipment is critical, the Freight Office will make arrangement to meet your shipping requirements.