



## My PackRat FAQ

### What is My PackRat?

My PackRat is a self-service management tool that allows you to manage your local moving and/or storage account online. It enables you to make changes to your account such as updating contact or billing information and scheduling pick up and drop off dates online. My PackRat is currently only available for local moving and storage customers.

### How do I get started with My PackRat?

When you place an order, a My PackRat account will automatically be set up for you. You will receive an email with your username and a temporary password. To access your account, visit [1800packrat.com](http://1800packrat.com) and click "My PackRat Sign In" from the upper right corner of the page.

### How do I update my contact information?

Sign into My PackRat and click on the "My Profile" tab, then click "Edit" to alter the fields you need to change. When done, click "Update My Profile".

### How do I make changes to my order?

Sign into My PackRat and select the order you wish to edit within "Manage My Orders". Here you can update billing information, schedule transportation, make a payment or update a credit card.

### How do I schedule a delivery or pick up of my container?

Sign into My PackRat and select the order you wish to edit within "Manage My Orders". Scroll down to the "Delivery and Transportation Schedule" section. In this section, you can view where your container has gone and manage where it's going. Click on "Edit" to change the date or location of your initial delivery or "Schedule Now" to manage the future delivery. Fill out the door position, driveway type, and additional information that will be helpful for your deliveries. When viewing the calendar, the dark blue dates are available options. Select the date that works best for your schedule and click "Confirm" at the bottom of the page.

### Can I make a payment in My PackRat?

Yes! You can use the credit card you used when you booked the order, or you can add a new credit card. We accept all major credit cards, including Visa, MasterCard, Discover, and American Express. You can pay your balance in full or make a partial payment.