

# eShipping

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## No Help New

- MR Monica Reed
- **Forum name:** #Suggestion

I hope that this "suggestion" is at least read. Your "portal" is very hum "not helpful"? I have tried to look for rate verifications and there's no place to do that, and that is because you guys never answerer the phone. I only get to send an email requesting the rate verification, and this is what we get.

Hello,

Your ticket has been received. One of our agents will reply to you shortly. We are unable to send checks to Canada. Please contact us for details to set up international wire payments and/or domestic ACH payments. Thank you.

I then login to see about my ticket and I see it, just sitting there, I go back to check the status of it, and its gone. Thank you