

Retail - Delivery Time

Purpose Setting realistic shipping expectations. Under Promise to Over Deliver.

Guidelines

- ❖ Follow shipping decision tree to fulfill customer orders in the most cost effective and quickest manner.
- ❖ Be Honest Promise. Communicate possible delivery delays.
 - Weather delays
 - Distribution Center delays
 - Holidays

Available Stock	<table border="1"> <tr> <td style="text-align: center;">Drop Ship</td><td>Consider distance from drop ship warehouse to customer and use shipping map to over-estimate delivery time. (Never quote less than 2 business days)</td></tr> <tr> <td style="text-align: center;">Our Distribution Centers</td><td>Use shipping map to determine shipping time. (Add one day to the times listed on the map)</td></tr> </table>	Drop Ship	Consider distance from drop ship warehouse to customer and use shipping map to over-estimate delivery time. (Never quote less than 2 business days)	Our Distribution Centers	Use shipping map to determine shipping time. (Add one day to the times listed on the map)
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Contact Please see your manager with any questions.

