

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

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)

Out of Stock

Inbound	Use The Hub, go to "Item specs" and look at the inbound tab for delivery dates.	
	If vendor is Cross Dock	Add the number of days till the shipment arrives in the DC to the number of days from the DC to the customer per the shipping map.
	If vendor is "Not Yet Scheduled"	Product is not guaranteed to arrive at all. To determine possible delivery time to customer, add 3 days to date listed on inbound tab. Then, to that date, add the number of days from the DC to the customer per the maps.
Secondary Supply	Use shipping map to determine time from the correct DC to the customer and add 2-3 business days.	
Vendor	If in stock at the vendor quote 7-10 business days.	
	If not in stock add 7-10 business days to expected arrival at vendor.	

Contact Please see your manager with any questions.

