

Job site delivery for our customers is a value-added service. Setting expectation to ensure a positive customer experience is our goal.

ORDER – RELEASE TO SCHEDULING



CALL CUSTOMER

Scheduling to contact
Customer for RELEASE to
production

NO CALL – CUSTOMER WILL CALL

Customer to contact
scheduling for RELEASE to
production

NO CALL – SCHEDULE AS REQUESTED

RELEASE for production
Ship when completed*

*Storage charge
applied if not shipped

NOTE: Longest lead-time item establishes the lead time for the order. If shorter lead time product lead time is chosen at order placement a SCHEDULED BACKORDER will occur and you will be notified on your Day of delivery auto-email

SHIPPING NOTIFICATION



72



Hours prior
to delivery

Auto-email sent to Customer contact and Account Manager to confirm order is being complete and ready to load with following information;

If you are unable to accept shipment as scheduled, please reply to this email, or call 780-577-2018, within 24 hours to hold the order for up to five (5) working days at no extra charge. An additional charge will occur if you contact us after 24 hours to hold your shipment.

If this is a Pre-Paid order, your balance due will be processed prior to loading your order. If balance due payment is not secured, your order will not be loaded for shipment. An additional charge for storage will occur for product held for more the (5) five working days.

[? Order is loaded onto the trailer – off loading and storage required]

[If email is received after 24 hours customer will be charged \$150. and an additional storage charges if held for more than five (5) working days.]

D-day



Day of delivery

[? Order returned to plant – off loading and storage required]

Auto-email sent to Customer contact and Account Manager to confirm order is being shipped today with the following information;

If your order is not accepted an additional charge of \$300. will occur for re-handling and storage of your order for up to (5) working days. Any product held in our warehouse for more than five (5) working days is subject to a storage charge.

STORAGE CHARGE



If you are unable to take delivery of your order after five (5) working days we can offer storage as follows;

Storage Charge – \$5.00 per unit, per week

[example: 20 units x \$5.00 = \$100. per week]