

ORDER RELEASE & JOB SITE DELIVERY

Releasing your order to production and Job site delivery is critical keep your project on schedule. 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*

NOTE: Products are shipped based on established Lead Times.

SHIPPING NOTIFICATION



72



Hours prior to delivery

Your Order is in Production | 72 Hours notice – email sent to Customer Contact and Account Manager from Shipping Notification; Your Order is in Production: Customer name – 123456

If you are unable to accept shipment as scheduled, please reply to this email, or call 780-577-2018, within 24 hours to discuss an alternative shipping method.

If this is a Pre-Paid order, your balance due will now be processed. If balance due payment is not secured, your order will not be loaded for shipment. Additional storage charges may also be assessed for orders held past the original agreed to shipment date.

[? Alternative Shipping Method]

Orders will be loaded in a rack and shipped to site or the customer can provide an alternative location.]

D-day



Day of delivery

Your Order is Shipped | Day of shipment – email sent to Customer Contact and Account Manager from Shipping Notification; Your Order is in Production: Customer name – 123456

[? Orders will be returned, loaded on a rack, and shipped to site or the customer can provide an alternative location.

[**If your order is not accepted an additional charge of \$300. will occur for re-handling and re-shipment of your order by an alternative shipping method.**]