

Part Time Shipping Standards

Stocked Part Items: Stocked parts that we are supposed to be stocking at certain levels should ship out the same day if the order is received by 2 PM (EST) for HSE and 3 PM (EST) / 2 PM (CST) for HSM. Any stock parts orders received after the cutoff time should ship the next business day. For freight orders see “**Order Cut Off Times.**”

Order day + 1 day: Example- order placed on the 12th- parts should ship on the 13th. This includes items that are non-stock straight cut parts, like less than 12 door slats, top rail, bottom rail, corner post, m/s side track, and multi-track. Also stock parts that are received after the cutoff time falls under this category.

Order day + 2 days: Example- order placed on the 12th- parts should ship on the 14th. This includes items that are non-stock, cut, and notched parts, like notched bottom rail, notched corner post, and notched m/s side post. This also includes a medium number (20) of cut slats.

Order day + 3 days: Example- order placed on the 12th- parts should ship on the 15th. These are fab type orders. This would be for larger quantities of door slats (20+). When there is a mixture of several items that need to be cut and shipped it would also fall into this category. Items like less than 5 dropshelves should also fall into this group as well. Other items would include large numbers of bar steps, pullout steps, steel fab bumpers, counterbalances, and 12 or less roll up doors.

Order day + 4 days: Example- order placed on the 12th- parts should ship on the 16th. These are fab type orders that do not fall under the order day + 3 days category. This would be for aluminum fab bumpers, 10 or less dropshelves, 13 or more roll up doors, an excessive number of cut slats (200+), a high number of counterbalances (10+), and vending shelf kits.

Order day + 2 Weeks: For E-Z off steps, keg dispensers, Shelving Kits, and large dropshelf orders (20+)

Order Cut Off Times: For stock parts orders that will ship UPS/ DHL it will be 2 PM (EST) for HSE and 3 PM (EST) / 2 PM (CST) for HSM. For motor freight orders the cutoff time will be 12 PM (EST) for HSE and 1 PM (EST) / 12 PM (CST) for HSM. Any stock parts order taken after this time should be dated to ship on the next business day. For fab orders it will be 1:30 PM (EST) for HSE, 2:30 PM (EST) / 1:30 PM (CST) for HSM. Any parts order taken after this time should be considered to be received on the next business day.

Painted Orders Lead Times: Please refer to the paint Pricing Guide for the standard lead times for painted part orders.

Notes: There will always be exceptions to the standard lead times. Examples of this may include a very large stock parts order consisting of raw material slats, counterbalances, etc. Even if this order is received before the standard cut off time, the warehouse may still not be able to pull, package, and ship on the same day. An order like this should be treated as an “**Order day + 1 day**” order. Also there will be times when we have the ability to ship orders sooner than the standard lead time. When these times happen, we need to take full advantage of it to please the customer. Also there will be times when a customer request a “Hot Rush” order where we need to do everything in our power to meet the customer’s needs. In each circumstance the Warehouse/ Production/ and Aftermarket Sales Specialist will need to discuss on a case by case basis to determine an appropriate lead time.

