



Standard Order Information

Hours of Operation: 8:00 a.m. – 4:30 p.m. CST (Central Standard Time)

Order Entry Turnaround Times: All orders received before 2:00 p.m. CST will be entered and acknowledged same day. Orders received after 2:00 p.m. CST will be entered and acknowledged before 12:00 p.m. the next day.

Credit Hold: All Orders entered between the hours of 8:00 a.m. – 4:00 p.m. CST will be removed from credit hold immediately, providing all verifications are complete. All orders entered after 4:00 p.m. will be released before 8:00 a.m. the next day.

Entered Order Lead Times: The LEAD TIME clock for all orders entered between 8:00 a.m. – 2:00 p.m. CST will start the following day.
(Example: 2X order entered on Tuesday; Day 1 = Wednesday; Day 2 = Thursday; Day 3 (Ship Date) = Friday)

- Orders entered after 2:00 p.m. will add an additional day (Example: 2X order entered on Tuesday after 2:00 p.m. CST; Day 1 = Thursday; Day 2 = Friday; Day 3 (ship Date) = Monday)
- **Belt Example:** A belt order with a one day lead time, received on Tuesday after 2:00 p.m. CST, would ship on Thursday

Same Day Shipment (Parts): Orders received before 2:00 p.m. CST, providing we have inventory, will ship the same business day (belts, motors and controllers use quoted lead times). Any PARTS orders received after 2:00 p.m. CST, that require same day shipment, must be approved by Planning and will require an expedite fee of \$100.

Dorner

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