

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. will be entered and acknowledged before 12:00 p.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 **received** after 2:00 p.m. will add an additional day

Example 1: 2200 Conveyor order with a 3 day lead time, received on Monday after 2:00 p.m. ; Day 1 = Wednesday; Day 2 = Thursday; Day 3 (ship Date) = Friday

Example 2: 2200 Conveyor order with a 3 day lead time, received on Monday 9:00 a.m. but entered after 2:00 p.m. - Day 1 = Tuesday; Day 2 = Wednesday; Day 3 (ship Date) = 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.