



Scheduling Fulfillment

This section is specifically about residential delivery in the zones covered by Leaders Furniture delivery fleet. Commercial sales and shipping on a common carrier are not covered by this program. Leaders delivery zones can be seen R:\6 About Delivery, Shipping and Transfers\ 2.2 Delivery and Transfer Schedule.

Leaders offers several options for guests to choose from to fulfill their orders.

	Fee	Can pick up an unlimited number of times in store	Can pick up an unlimited number of times Distribution Center	A single in-home delivery, One Stop	One-year free pick-up and delivery for services	Unlimited in-home deliveries 365 days from date of purchase
Customer Pick Up	\$0	✓	✓	✗	✗	✗
Standard Delivery	\$149	✓	✓	✓	✓	✗
Premium Delivery	\$249	✓	✓	✓	✓	✓
Same Day Delivery	\$299	✓	✓	✓	✓	✗
Shipping	R:\6 About Delivery, Shipping and Transfers\2.6 Freight Shipping Rates					

Premium Delivery

- Residential Delivery only and not an available option for Commercial, Designer or Shipping.
- To Charge for Premium. Select Leaders Delivery Truck as you Delivery Method. This will charge for Standard Delivery and to make Premium you must enter "LEAD-PREMIUM DELIVERY" as a line item on the Sales Order.

When a customer selects in-home delivery and wants to pick up items in the store, you can write more than one Sales Order or decrease your transaction time by writing one Sales Order and following the steps below.

The only exception to this policy is if Leaders or a supplier makes a mistake and we are attempting to improve a guests experience. An extended ETA on special order items is not covered by this exception. Please contact the Sale Leadership team for approval.

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Schedule Delivery Screen

The schedule screen functions differently based on the Shipping Method set on the Sales Order when the **Schedule Delivery** button is clicked. The Shipping Method of a Sales Order can be found in the "Set Delivery" field on the 3. Shipping/Billing/Signature tab on a sales order. See the image below.

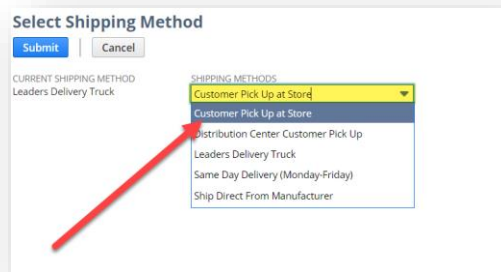
If the Sales Order Shipping Method is set to the method in the left column, you will have the following Shipping Method Options in the Schedule Delivery Screen.

Sales Order Shipping Method	Customer Pick Up at Store	Distribution Center Customer Pick Up	Leaders Delivery Truck	Same Day Delivery	Ship Direct
Customer Pick Up at Store	Yes	No	No	No	No
Distribution Center Customer Pick Up	No	Yes	No	No	No
Leaders Delivery Truck	Yes	Yes	Yes	No	No
Premium Delivery	Yes	Yes	Yes	No	No
Same Day Delivery	No	No	No	Yes	No
Ship Direct	No	No	No	No	Yes

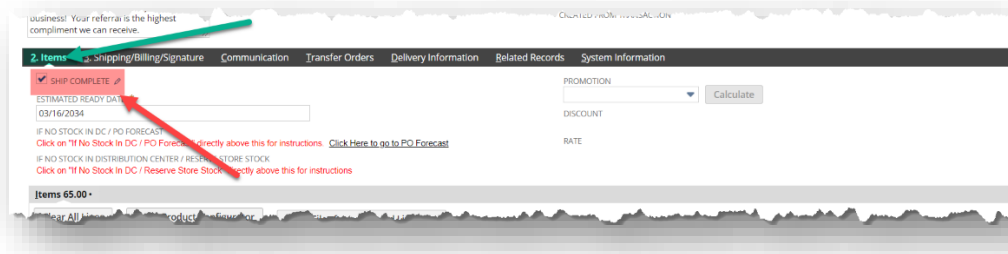
Accessories from Store, Furniture from Distribution Center

If items are going to ship, two separate Sales Orders should be written. Only use these steps for Customer Pick Up and Leaders Delivery Truck.

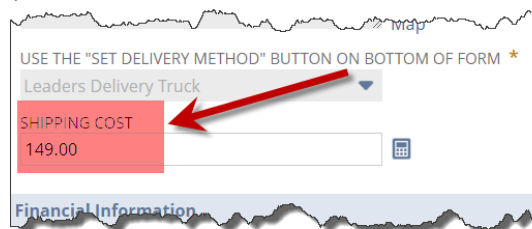
1. Write a Sales Order
 - a. R:\3 About Customers and Orders\3.1 Writing a Sale
2. Set the Delivery Method to In-Store Pick Up even if some of the product will be delivered.
 - a. Setting the Delivery Method to In-Store Pick prevents the system from automatically creating a transfer to the Distribution Center for the accessory items.



3. Unclick the ship complete field on the Items tab.



4. Manually type the correct fee in the Shipping Cost field
 - a. \$149



5. Complete and **Save** the Sales Order
6. Fulfill the accessory items that were taken from the store by the customer
7. Edit the sales order and set the "Delivery Method" to "Leaders Delivery Truck."
8. When all the remaining items are in stock at the Distribution Center, click the **Schedule Delivery** button and follow the steps.

All items from Distribution Center, In-Home Delivery plus other delivery methods

These steps can be repeated until all items are fulfilled.

1. Write a Sales Order
 - a. R:\3 About Customers and Orders\3.1 Writing a Sale
2. Set the Delivery Method to anything except In-Store Pick-Up
 - a. Leaders Delivery Truck
 - b. Same Day Delivery
3. Unclick the ship complete field on the Items tab.

business! Your referral is the highest compliment we can receive.

2. Items

SHIP COMPLETE ☒

ESTIMATED READY DATE
03/16/2024

IF NO STOCK IN DC / PO FORECAST: Click on "If No Stock In DC / PO Forecast" directly above this for instructions. Click Here to go to PO Forecast

IF NO STOCK IN DISTRIBUTION CENTER / RESERVE STORE STOCK: Click on "If No Stock In DC / Reserve Store Stock" directly above this for instructions

Items 65.00

4. Complete and **Save** the Sales Order
5. When items are ready to schedule, click **Schedule Delivery** on the Sales Order when it is in view mode.
6. Follow the prompts in the Schedule Delivery screen **Add Pictures**
 - a. Item Information
 - i. Take off the item you do not wish to fulfill
 - ii. Items can only be removed from the list if Ship Complete has been unchecked

Schedule Delivery - Google Chrome

4317588.app.netsuite.com/app/site/hosting/scriptlet.nl?script=2748&deploy=1&so_id=4646153&fromso=1

Schedule Delivery

STEPS

- 1 Item Information
- 2 Order Information
- 3 Date For Delivery
- 4 Confirmation

Item Information

INCLUDE	QUANTITY	QUANTITY FULFILLED	QUANTITY LEFT TO DELIVER	ITEM	ITEM DESCRIPTION
<input checked="" type="checkbox"/>	1	0	1	GARD-451702 - GARD-451702PPCWIN	Lowesat Frame, PPC - Peppercorn Weave & VWH - Vintage Walnut Color, Sanibel
<input type="checkbox"/>	1	0	1	GARD-451701 - GARD-451701PPCWIN	Club Chair Frame, PPC - Peppercorn Weave & VWH - Vintage Walnut Color, Sanibel
<input checked="" type="checkbox"/>	2	2	0	CENT-PLIN - CENT-PUNK 18 SQUA WELT 04055	Toss Pillow, 18 - 18 inch Ssq. SQUA - Square Shape, WELT - Waxed Edge Tean, O4055 - Joking Day Primary Fabric, Home Secondary Fabric, Toss Pillow
<input checked="" type="checkbox"/>	3	0	3	PLUS-PLAN	Fabric Protection Plus Plan, \$75 minimum includes first three pieces, \$25 for each additional item, includes fabric protection & Accident Forgiveness, provided by Furniture Care Protection

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- b. Order Information
 - i. Review the information is correct
 - ii. If ship complete is unchecked, you can change the Delivery Methods
 1. Depending on the Delivery Method, you can choose the Pick Up Location

Schedule Delivery

STEPS
 1 Item Information
 2 Order Information
 3 Date For Delivery
 4 Confirmation

Order Information

CUSTOMER: 81395 Debbie Jones
 ORDER NUMBER: 4317588
 ZIP CODE: 33763
 PICK COUNT: 3
 DELIVERY NOTES: Deliver when cushions are completed. Customer will pick up table when in.
 DATE CUSTOMER IS READY: 03/26/2022

Delivery Method
 Customer Pick Up at Store
 Customer Pick Up at Home
 Distribution Center Customer Pick Up
 Leased Delivery Truck

INCLUDE	QUANTITY	QUANTITY COMMITTED	QUANTITY ALLOCATED	QUANTITY LEFT TO ORDER	ITEM	ITEM DESCRIPTION
Yes	1	1	0	0	1 GARD-651702 - GARD-651702-PPC-VWVN	Loveseat Frame, PPC - Peppercorn Weave & VWVN - Vintage Walnut Color, Sanibel
Yes	2	2	0	0	2 CENT-PILN - CENT-PILN-16-SQUA-WELT-04058	Toss Pillow, 16 - 16 inch Sq. SQUA - Square Shape, WELT - Welted Edge Seam, 04058 - Striking Sky Primary Fabric, None Secondary Fabric, Toss Pillow
Yes	3	0	0	3	3 PLUS-PLAN	Fabric Protection Plus Plan, \$75 minimum includes first three pieces, \$25 for each additional item, includes fabric protection & Accident Forgiveness, provided by Furniture Care Protection

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- c. Date For Delivery
 - i. Select the date you would like to schedule the fulfillment

Schedule Delivery

STEPS
 1 Item Information
 2 Order Information
 3 Date For Delivery
 4 Confirmation

Date For Delivery

A delivery cannot be scheduled after 6:00 the day before.

March 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Cancel < Back Next >

- d. Confirmation
 - i. Confirm all information is correct, including who the confirmation email will be sent to.
 - ii. You can uncheck Send Confirmation Email if you do not wish to send an email
- e. Click **Finish**