

# Week 2 - Meeting: Tablet Shipping Estimate

Below is the transcript of a phone conversation with the following people:

- Peta (Project Manager)
- Seydou (Restaurant Consultant)

To open an accessible document with the conversation, you can reference [this doc](#).

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**Peta**  
Project  
Manager

Hi Seydou. It's me again.

Hi Peta! What's up?



**Seydou**  
Restaurant  
Consultant



**Peta**  
Project  
Manager

We haven't really talked about an estimate for shipping and receiving these tablets.

Once you've decided how many tablets you'll need, I'll put the order in with Terrific Tablets and have them shipped from the warehouse.



**Seydou**  
Restaurant  
Consultant



**Peta**  
Project  
Manager

And how long does that take?

Usually about a week.



**Seydou**  
Restaurant  
Consultant



**Peta**  
Project  
Manager

Usually about a week?  
Could it take longer?

It depends on if they have the stock, which they should.



**Seydou**  
Restaurant  
Consultant



**Peta**  
Project  
Manager

What are the chances that they wouldn't have the stock?

Low. I just got an email that they're releasing a new, upgraded version of the tablet, and you can expect them to arrive a few weeks before you'll need them.



**Seydou**  
Restaurant  
Consultant



**Peta**  
Project  
Manager

Have there been any past incidents with delayed shipping?

They did have an issue a few months ago on another project I consulted on. The installation was scheduled for the day after the devices were set to arrive, and the timeline had to be pushed back. But only by a few days.



**Seydou**  
Restaurant  
Consultant



**Peta**  
Project  
Manager

Good to know - we'll be aware of the unlikely possibility of an extra 2-3 days in case of a shipping delay, but will expect them to arrive on time unless we hear from you.

Sounds good. Anything else?



**Seydou**  
Restaurant  
Consultant



**Peta**  
Project  
Manager

What about broken devices?  
Does that happen?

Sometimes there's an issue, but rarely.



**Seydou**  
Restaurant  
Consultant



**Peta**  
Project  
Manager

Got it. If there are any broken devices, will they be able to expedite replacements overnight?

Yes, that's my understanding.



**Seydou**  
Restaurant  
Consultant



**Peta**  
Project  
Manager

Super helpful, Seydou. Thank you!

