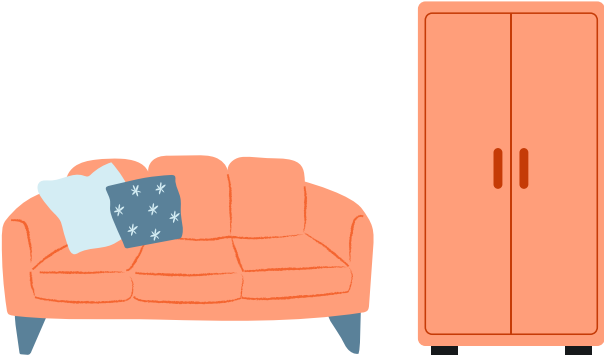



Receiving large orders

Common situation	Common goals
<ul style="list-style-type: none">• You ordered something large and need it delivered to your home  	<ul style="list-style-type: none">• Arrange the item to be delivered to your home address• Arrange a date and time for delivery• Determine the delivery cost• Decide if you want to add assembly services (usually for an extra cost)• Decide if you want to add the ability to decide which room the item is placed (usually for an extra cost)<ul style="list-style-type: none">◦ When it arrives, instruct the delivery person to place the item in the location of your choice• Let the delivery person know if you are satisfied or not.<ul style="list-style-type: none">◦ If satisfied, let them know the job is complete◦ If not satisfied, let them know how what you would like changed