

# Ashley Express FAQs

Dealers cannot have COD Credit Terms. This Credit Term makes the Dealer ineligible to participate in the Ashley Express process. The Marketing Specialist or the Dealer can work with the Credit Department to see if the Dealer's Credit Terms can be changed.

It is the Marketing Specialists responsibility to work with each Dealer to be sure they have good Credit Terms with Ashley and to be the main contact for this new process. All Ashley Express forms must be filled out completely by a Marketing Specialist and emailed back to the Ashley Express email group. Please do not have the Dealer send the form in. The Ashley Express email address is for internal use only.

Every Dealer will be charged a 2.5% handling fee, with a minimum handling fee of \$2.50, for each order shipped via Ashley Express.

**Q: Where can I find the Ashley Express Form?**

A: An editable Ashley Express form is located on Ashley Direct under Ashley Information, Downloadable Forms. On the Downloadable Forms page click on Ashley Forms and then on the Ashley Express Application.

**Q: How long does it take to get setup on Ashley Express?**

A: Customers will be setup for Ashley Express in the order in which they are received. We do not have an average time at this point. Once Ashley receives the Ashley Express form it is reviewed to verify that all information has been entered and is correct. The form is then passed onto the Credit Department for resale certificates. Once all needed resale certificates have been received, the Dealer is either setup to use Ashley Direct to enter their Ashley Express orders or the Dealer information is sent onto the EDI Group to work with the Dealer's EDI provider. There may be delays in the setup when waiting on resale certificates from the Dealer or when our EDI group works with the Dealer's EDI provider, if needed.

**Q: Why does a Dealer have to be using Electronic Data Interchange (EDI) or Ashley Direct to use Ashley Express?**

A: Ashley Express orders must be placed via EDI or Ashley Direct for consumer information to feed into Ashley's system.

**Q: If a Dealer does not have a transactional website can they still participate in the program?**

A: Yes. Any Dealer that is credit worthy can participate. Ashley Express is simply another form of delivery. It provides the Dealer with an 'Endless Aisle' of product to show their customer. For example, if a customer comes into the store and is interested in top of bed, an accessory or bar stool, almost every Dealer would be very limited in what can be physically displayed and stocked; however, the Dealer can now go to their website or the Ashley Catalog, order the item and then have Ashley ship it directly to their consumer's home. This eliminates all the receiving, warehousing, picking and delivery expenses that the Dealer would normally absorb. This is a win-win for everyone: the customer, the Dealer, the Marketing Specialists and Ashley.

**Q: Where can I find the list of items that can be shipped via Ashley Express?**

A: Ashley Express items can be found in the Product Catalog on Ashley Direct. Select the account/ship-to and on the left of catalog page select the Ashley Express Items checkbox under “Quick Filters”. This list can be exported to Excel by clicking upper right-hand icon. All Dealers now have the ability to see the Ashley Express Items checkbox in the Product Catalog regardless of being setup for the Ashley Express Process.

**Q: How do I get set up on EDI?**

A: For more information on EDI, please email your questions to [EDIadmin@AshleyFurniture.com](mailto:EDIadmin@AshleyFurniture.com) or contact your marketing specialist.

**Q: What happens if a dealer’s Credit Terms are changed to COD or CBD?**

A: If the dealers Credit Terms change when the dealer has already been set up for Ashley Express, the Ashley Express team, Supervisor and CRM will receive an email stating the dealers Credit Terms have been changed. This email will automatically remove the dealer from the Ashley Express program. Any orders that were in the system that were Ashley Express will no longer be able to ship Ashley Express.

**Shipping/Freight Rates:**

**Q: Will a Dealer be notified if an item is not available to ship within 48 hours of the receipt of an order?**

A: No. Ashley has processes in place for FedEx and UPS to come into each Ashley Distribution Center Monday through Friday at a scheduled time. If an Ashley Express order comes into the system by this pickup time and product is available, the order will go out the same day. If an Ashley Express order is received after the daily pickup time and product is available, the order will ship out the next available working day.

This information is viewable on Ashley Direct Check On My Order or Delivery Status.

**Q: Where can I find Ashley’s express freight rate?**

A: Ashley’s express freight rate is set by item. To view the express freight rate, you would need to go to the Ashley Direct Product Catalog under a specific customer/ship-to and select the Ashley Express checkbox under the Quick Filters section on the left-hand side of the page. Once the search results are returned, the list can be exported to Excel by clicking the Export to Excel link in the upper right-hand corner of the page. On the Ashley Express items spreadsheet, you can see the Ashley Express freight per item.

**Q: Which Resale Tax Certificates are needed if using Ashley’s Express Freight Rate?**

A: If the Dealer is using Ashley’s express freight rate, they will need resale tax certificates for 22 states and the District of Columbia. These states include: California, Connecticut, District of Columbia, Florida, Hawaii, Idaho, Illinois, Indiana, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Mississippi, Nebraska, New Mexico, New York, North Carolina, Pennsylvania, South Dakota, Tennessee, Utah and Virginia. Since Ashley has no way to know the Dealer will not sell into any one of the states listed, we will need to collect resale certificates for these states. If the completed resale certificates are not sent in with the Ashley Express completed form that is fine, the Credit Department will send out the resale certificate forms to the Dealer to help them begin this process. If a dealer chooses to utilize Ashley’s Freight Contract, this will list Ashley as the Shipper of Record.

**Q: Which Resale Tax Certificates are needed if the Dealer is using their own freight contract with FedEx or UPS?**

If the Dealer is going to use their own freight contract with either FedEx or UPS, they will need the resale tax certificate for the Ashley Distribution Center's state or states that the Dealer is choosing to ship their express orders from (express orders can ship to consumers all over the country from just one Ashley DC or more than one Ashley DC). If the completed resale certificates are not sent in with the Ashley Express completed form that is fine, the Credit Department will send out the resale certificate forms to the Dealer to help them begin this process.

**Q: Where can I find each states resale certificate?**

A: You can get some of the resale certificates under Ashley Forms on Ashely Direct/Resources, Download Forms and give to the Dealer. Otherwise, our Credit Department can get these same documents and email them to the Dealer if requested or once they send in the Ashley Express paperwork.

**Q: Who can I contact if I have questions regarding resale certificates or tax exemptions?**

A: Once the Dealer has reviewed their sales tax responsibilities with their Tax Accountant, they can then contact their Ashley Credit Analyst.

**Q: Can a Dealer set a weight limit for each item which ships via Ashley Express?**

A: Ashley's system sets the weight limit to 150 pounds for Ashley Express items. The Dealer can choose to set the weight limit to be less than that, if desired. Typically normal freight charges apply for anything 70 pounds or less.

**Returns, Damages & Lost Packages:**

**Q: Why does Ashley Furniture need a return address?**

A: A return address is required for Ashley Express orders in case of damages or defects to an item. A return address is used when FedEx or UPS is returning a package. Please remember that the Dealer still owns all Ashley Express orders. It is the responsibility of the Dealer to handle all issues/returns. Please read on for further return information.

**Q: How are damages/ returns handled?**

A: We don't expect any returns to come back to Ashley's distribution centers, whether the dealer is using Ashley's freight contract or their own freight contract with FedEx or UPS. If the item is damaged though shipment, it is the Dealer's responsibility to reorder the item as well as it is their responsibility to file their own claims under "3rd Party" with FedEx or UPS whether they are using Ashley's freight contract or their own freight contract with FedEx or UPS. Once the claim has been initiated, the carrier will contact Ashley in regards to the Carrier's outcome of the claim. The CRM will alert the Dealer of the decision and it is then the Dealers responsibility to work with Credit & their MS if needed.

**Q: If a shipment is lost, what steps need to be taken to resolve this issue?**

A: If an item appears to be Lost via the carrier, The Dealer will need to contact their CRM, reorder the item, as well as file a Lost Package Investigation with their carrier. Like the Damage Claim, once the claim has been initiated, the carrier will contact Ashley in regards to the Carrier's outcome of the claim. The CRM will alert the Dealer of the decision. The Dealer, CRM and Credit will then need to make contact for credits issued.

If the Dealer has a freight contract between themselves and FedEx or UPS and the end Consumer is not accepting the product at the point of delivery due to a freight damage, the item should be refused by the Consumer while UPS/FedEx is at the Consumer's home and it will come back to the Dealer using the Return Address provided on the Ashley Express form.

If the Dealer has a freight contract between themselves and FedEx or UPS and the end Consumer has the product in the home (already past the point of delivery), the end Consumer would contact the Dealer from whom the product was ordered. The Dealer in turn would work out an arrangement with the Consumer. The Dealer will file a claim with their freight provider for the return.

**\*\*The end Consumer will always be contacting the Dealer from whom they bought the item. The Dealer will work with Ashley if Ashley's freight contract is used or with FedEx or UPS if the Dealer owns the freight contract.**

### **Tracking Orders:**

#### **Q: How will a Dealer know if Ashley has received their Ashley Express order?**

A: The Dealer will use the same processes they have in place today to monitor their orders. If the Dealer is set up to receive an Order Acknowledgement via email or EDI for their orders today, they will receive this document for their Express Ship orders also. If the Dealer is not set up to receive an Order Acknowledgement, open orders can always be viewed on Ashley Direct Check On My Order.

#### **Q: How will a Dealer know if Ashley has filled an order and shipped it to their consumer?**

A: The Dealer will use the same processes they have in place today to monitor their orders. If the Dealer is set up to receive an ASN (Advanced Shipping Notice) via email or EDI for their orders today, they will receive this document for their Express Ship orders also. The ASN shows the Carrier Name (UPS or FedEx) and it also shows the tracking number along with other item information. If the Dealer is not set up to receive an ASN, the shipping information can always be viewed on Ashley Direct Delivery Status. In AD Delivery Status once an Express Ship order has shipped, you will be able to view consumer and tracking information.

#### **Q: Where can you view Ashley Express open orders?**

A: Ashley Express open orders can be viewed on Ashley Direct under 'Check On My Order'. Ashley Express orders will show consumer information on the Customer Open Orders page. Look for the little "person" on the far right of screen for info.

### **Helpful Information:**

#### **Q: Will a Dealer be notified if an item is discontinued?**

A: There is a discontinued field on the Ashley Direct Ashley Express Items spreadsheet that can be viewed. Also on Ashley Direct under the Product Status report you can view what was discontinued

each day. This report does not show if the items are Express shippable or not. It only shows the items that are discontinued. Once an item is discontinued and no longer available from the warehouse, that item no longer shows up on the Ashley Express Items spreadsheet.

In the new release of the EDI item availability feed that will be available soon, there will be a status field (discontinued, new, etc.) and the date the status changed.

**Q: Will the consumer be able to tell if an Ashley Express item being ordered via a Dealer's Website is in stock or not?**

A: Ashley can give the Dealer EDI item availability feeds daily to determine which items are in stock; however, it all depends on how the Dealers website is setup.

**Q: Has Ashley established a minimum advertised price program (MAP) for those items on Ashley Express?**

A: No. We do not have a MAP program. It is up to the Dealer to determine their retail pricing.

**Q: If parts are needed, where would the Consumer get these?**

A: The Consumer would need to contact the Dealer whom they purchased from to see if parts are available. If parts are available, the Dealer can order from Ashley and most often the parts can be shipped directly to the Consumer's home.

**Q: What logo and product information can the Dealer put on their website in regards to the Ashley Express name?**

A: The websites information for each item can list Ashley's Sku number and group name, if the Dealer wishes to use them. Be careful that the correct wording is used. For example, if a Signature Design group is involved, the wording should read Signature Design by Ashley, not simply Ashley. Again, it is up to the Dealer as to whether or not to use Ashley's Sku numbers and/or group names. Some Dealers choose to create their own internal Sku numbers and names for various reasons. The words Ashley Express cannot be used anywhere on the website.

**Q: If a dealer has their own freight contract with FedEx or UPS, will freight charges show on their open orders?**

A: At this time freight charges will show on all open Ashley Express orders regardless if the dealer has their own freight contract with FedEx or UPS. Once an order invoices, the freight charge will drop off if the dealer has their own freight contract with FedEx or UPS.

- **How to check for consumer information**

Log into Ashley Direct

Click on customer tab

Under Order Information click on Check My Order

You should see all open orders.

Scroll to the right until you see Consumer.

ShipTo	Order Number	PO Number	Order Date (mm/dd/yyyy)	Req Date (mm/dd/yyyy)	Est Del Wk (mm/dd/yyyy)	Amount	Currency	Cubes (ft³)	Cubes (m³)	Whse	Mode	Consumer
	C595980	WY25073	01/15/2017	01/15/2017	01/16/2017	364.68	USD	25.98	0.72	5	OD	
	C596006	102-5810668	01/15/2017	01/15/2017	01/16/2017	104.50	USD	6.46	0.18	15	OD	
	C596011	102-7289021	01/15/2017	01/15/2017	01/16/2017	88.74	USD	3.41	0.10	5	OD	
	C596027	108-6885837	01/15/2017	01/15/2017	01/16/2017	234.48	USD	9.06	0.26	5	OD	
	C596034	113-5537835	01/15/2017	01/15/2017	01/16/2017	98.24	USD	5.49	0.16	5	OD	
	C596150	108-0125066	01/15/2017	01/15/2017	01/16/2017	313.50	USD	19.38	0.54	15	OD	
	C596165	107-5505852	01/15/2017	01/15/2017	01/16/2017	243.12	USD	17.32	0.48	5	OD	

To get the consumer information click on the consumer icon.

You will then see the shipping information for the consumer.

**Consumer Information**

Name: ALEXANDRA CAYEOS  
 Address 1: 11024 PORTLAND AVE E  
 Address 2: K-370  
 City: TACOMA  
 State: WA  
 Zip Code: 98445-5256  
 Country: USA

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 Website Information  
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ShipTo	Order Number	Amount	Currency	Cubes (ft <sup>3</sup> )	Cubes (m <sup>3</sup> )	Whse	Mode	Consumer
	C595980	364.68	USD	25.98	0.72	5	OD	
	C596006	104.50	USD	6.46	0.18	15	OD	
	C596011	88.74	USD	3.41	0.10	5	OD	
	C596027	234.48	USD	9.06	0.26	5	OD	
	C596034	98.24	USD	5.49	0.16	5	OD	
	C596150	313.50	USD	19.38	0.54	15	OD	
	C596165	243.12	USD	17.32	0.48	5	OD	

- **How does a dealer place an Ashley Express order.**

- Log into Ashley Direct
- Click on Customer tab
- Click Create My Order

PO Quick Search... 3220800 / BILLTO - WYCKES FURNITURE

Site News (mm/dd/yyyy)

- 01/14/2017: Hot Buys more...
- 01/12/2017: Communication Alert.....Limited Product Availability ... more...
- 01/03/2017: Removing items previously allowed to ship Direct to Consumer more...
- 12/27/2016: Outdoor Cushion and Pillow Guidelines more...

Customers | Marketing Specialists | Customer Service | Credit

Product Catalog  
 Item/Series Availability  
**Create My Order**  
 Create My Parts Order  
 Change My Order  
 Check On My Order

**TOP SELLER**

1660138  
16601 - Alenya

Account Information

WYCKES FURNITURE  
 11190 TALBERT AVENUE  
 FOUNTAIN VALLEY, CA 92708  
 Phone: 949-873-5060  
 Fax: 949-209-8923  
 Email: rich@furnitureoutletoc.com

My Customer Relations Manager

Name: BETTY LAPHOND YANG  
 Phone: 877-291-5802 Ext. 128860  
 Fax: 877-498-1689

You will need to select Ashley Express

Once you have selected Ashley Express the below box will appear to add in the consumer information.

The screenshot shows the AshleyDirect Workbench interface. On the left is a navigation menu with options like HOME, HOTLINKS, ORDERS, REPLACEMENT PARTS, INVOICES, ITEMS, REPORTS, DISTRIBUTION CONTROL, MY INFORMATION, PLACEMENTS, COMPANY CONTACTS, and ASHLEY INFORMATION. The main area displays a form for a P.O. Number (170116095446227) and a Request Date (01/16/2017). Under 'Shipping Type', 'Ashley Express' is selected. A red box highlights the 'Express Shipping Information' section, which includes fields for \*First Name, \*Last Name, \*Street Address, PO Box/Apt #, \*City, \*State, and \*Zip Code. Below this is an 'Instructions' section with a warning: '\*\*\* Please do not use the 'Refresh' button on your browser, or the F5 Key while submitting your order. Doing so may cause duplicate items on your order! \*\*\* Price does NOT include Freight or Handling Fee!'. At the bottom is a 'Customer Program' table with columns for X, Qty, Item #, Description, Series, Color, UOM, Qty Per Box, Status, Cubes (ft³), UOM Price (USD), Disc. (USD), Ext. Price (USD), and Item Co.

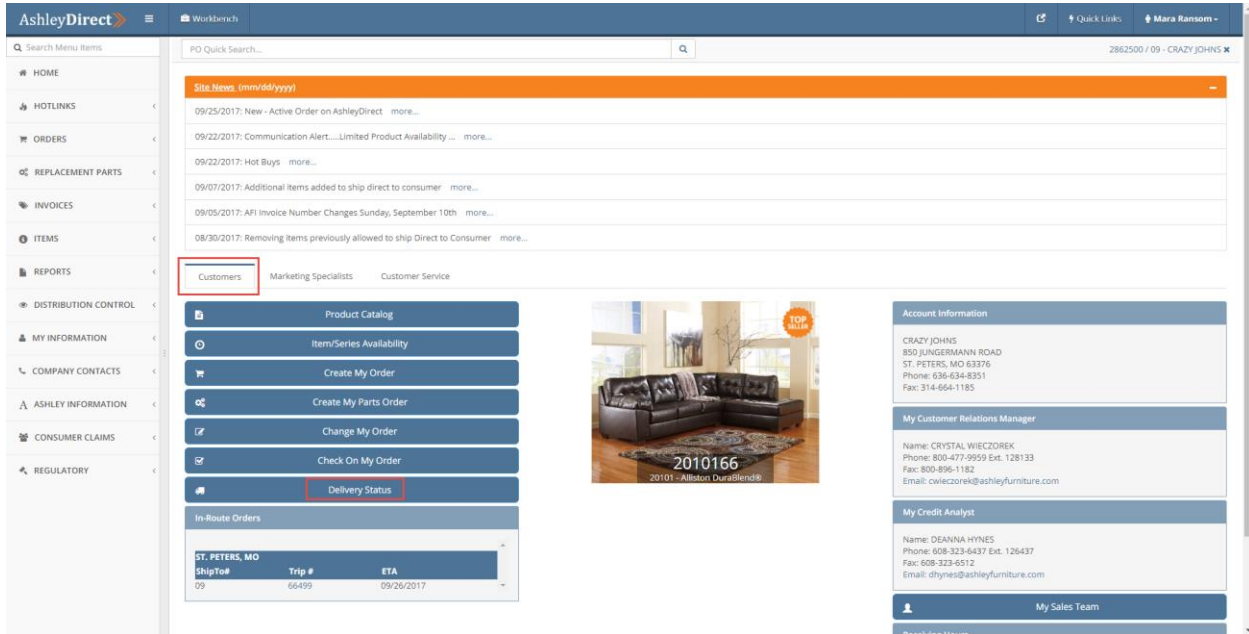
X	Qty	Item #	Description	Series	Color	UOM	Qty Per Box	Status (mm/dd/yyyy)	Cubes (ft³)	UOM Price (USD)	Disc. (USD)	Ext. Price (USD)	Item Co
<input type="checkbox"/>	0		Item Not Priced						0	0	0	0	
<input type="checkbox"/>	0		Item Not Priced						0	0	0	0	

Enter the items  
Price order  
Submit

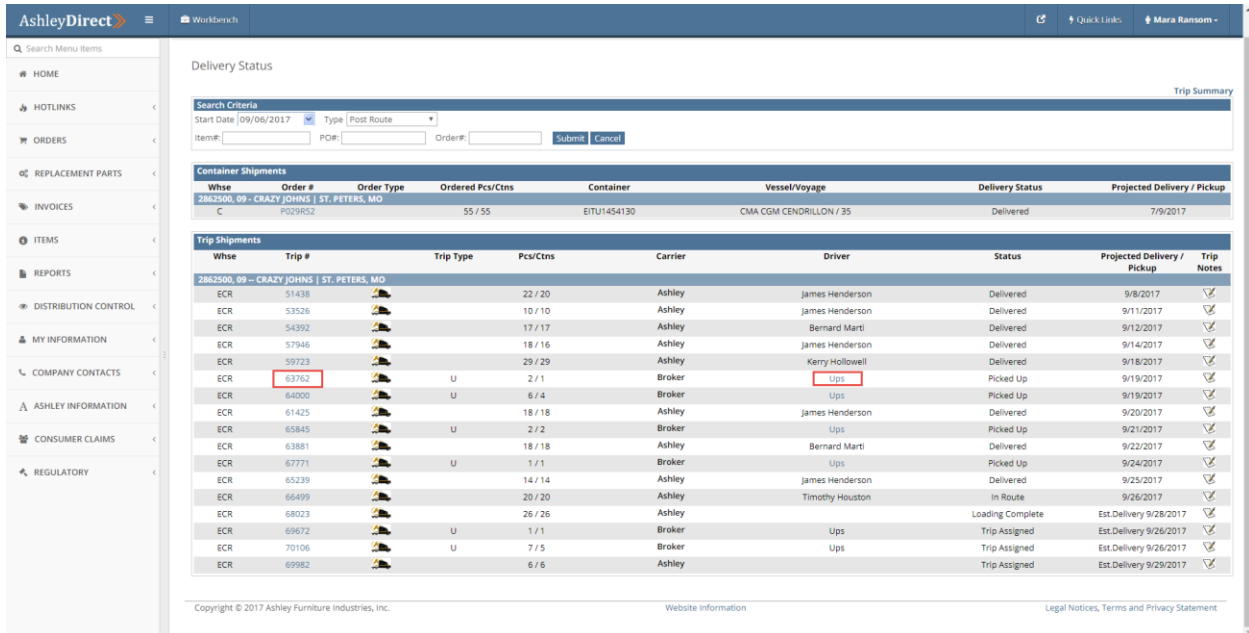


- **How does a dealer find tracking #'s on Ashley Direct once the order ships?**

Log into Ashley Direct  
 Click on Customer Tab  
 Click Delivery Status



The ASN that the dealer received stating this item shipped should have a trip #. Find that trip # and click on it to find the tracking #'s associated with that order.



### Delivery Contents

Trip # **63762** Scheduled To Ship From The ECRU Warehouse  
 Customer Relations Manager - CRYSTAL WIECZOREK

Projected Delivery Date: **9/19/2017**  
 Delivery Status: **Picked Up**

[Check CARB Compliance](#)

[Commercial Invoice](#) [Packing List](#) [Commercial Invoice/Packing List](#)

Trip Detail Information													
Purchase Order	Order	Invoice	Item	SKU/Description	Comments	Ordered Pcs/Ctns	Loaded Pcs/Ctns	Weight (lbs)	Weight (kg)	Cubes (ft³)	Cubes (m³)	Unit Price (USD)	Ext Price (USD)
170919110634548	C390439	1155531	D307-124	STOOL (2/CN)	Consumer Name: JOHN MEEKER Tracking #: 1ZE176850312237938	2 / 1	2 / 1	12	5	0.86	0.02	23.75	47.50

Special Charges		
Reference	Description	Amount
Invoice #:1155531	HFE HANDLING FEE	2.50
<b>Total Loaded Pieces / Cartons This Drop: 2 / 1</b>		<b>Total Due: 50.00</b>