

# Conergy Shipping Procedures FAQ



**When does the new process go into effect?** September 17<sup>th</sup>

**What is affected?** We've changed our preferred freight carriers, our shipping freight fees and handling fees, implemented expedited commissioning cut-off times, and our Will Call process. To see what is specifically affected click [Conergy Shipping Procedures](#)

**Why are you changing your shipping procedures?** Conergy has achieved large enough volumes with our freight carriers to negotiate substantial savings which we are able to pass on to our customers. In addition, we want to improve the overall efficiency, accuracy and economy of the warehouse for all of our customers. We're putting in place procedures that will have a positive impact on the entire system without unduly burdening any individual customers.

**Will I have to do anything differently when I place my orders?** No

**Do I have to update my account information on DealerNet or with my salesperson?** Not at all, we've taken care of all of that for you!

**How quickly will my items leave the warehouse?** All orders - whether small pack or freight - ship within 24 hours, assuming orders are released by Finance and items are in stock.

**What can I do to ensure I save the most time and money possible?**

With our increased sales volumes we were able to negotiate substantial discounts from our freight carriers which we will pass on to you. To cover our own handling costs we are implementing per order fees and expedited handling fees. Consolidating purchases to fewer orders and placing orders in plenty of time to avoid expediting the order (both handling and shipping) will save you additional money. Please view [Conergy Shipping Procedures](#) for rates, fees and examples.

**Can I use other carriers if I prefer?** Yes, but arrangements may need to be made through will call and you may not achieve the maximum savings available.

**Where can I learn more?** Please click the following link [Conergy Shipping Procedures](#). If you still have questions please call customer service.

NEW SHIPPING PROCEDURE		
Freight	New Procedure	Old Procedure
New Preferred Freight Carriers	UPS Freight, Estes	FedEx Freight
Freight Rates	Volume Discount Rate	Published Freight Company Rates
Handling Fee	\$50	\$0
Fixed Freight Expedited Commissioning Handling Fee	\$100	\$50
<b>Average Savings to Customer</b>	<b>18%</b>	<b>0%</b>
Ground (Small Pack)		
	New Procedure	Old Procedure
New Preferred Ground Carrier	UPS (No Change)	No Change
Expedited Commissioning Handling Fee	\$30.00 + shipping rate	
Out-off Time for Expedited Commissioning	2:30 pm Mountain Time	3:00 pm Mountain Time

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