

EXPRESS MANUAL



We want to be the best furniture company.

Improve Quality - Reduce Cost - Do More Business - Be Profitable - Stay in Business

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What is Express . . .



What is Express shipping?

A convenient direct to consumer shipping program.

Express shipping is an opportunity to have an “endless aisle of furniture” that you sell directly from your website to the end consumer. We have more than 12 furniture categories with thousands of available products SKUs for you to sell online 24/7.

Best of all– you don’t have to lift a finger!

What are the benefits of Ashley Express?

- ◆ Your customers can shop 24 hours a day, 7 days a week.
- ◆ Fast shipments, We can ship in-stock products directly to your customer within 48-hours.
- ◆ Your account won’t have to store furniture as it can ship directly to your customers.

EXPRESS SHIPPABLES

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> BARSTOOLS | <input checked="" type="checkbox"/> ACCESSORY PACKS | <input checked="" type="checkbox"/> TABLES |
| <input checked="" type="checkbox"/> ACCENT CHAIRS | <input checked="" type="checkbox"/> PILLOWS | <input checked="" type="checkbox"/> COMFORTER SETS |
| <input checked="" type="checkbox"/> DINING CHAIRS | <input checked="" type="checkbox"/> RUGS | <input checked="" type="checkbox"/> BED PILLOWS & MORE |
| <input checked="" type="checkbox"/> LAMPS | <input checked="" type="checkbox"/> SHELVES & BOOKCASES | |



Express Application Information

Things to know before getting started. . .

Payment Terms:

Dealers cannot have COD/CBD Credit Terms. These Credit Terms make the dealer ineligible to participate in the Express Shipping process. Please reach out to your Credit Analyst to help with credit terms.

Where do I find the application:

Applications can be found online, go to
Ashley Direct/Ashley Information/Download Forms/Ashley Forms/Ashley Express Application.

It can also be found in manual on page (9).

Downloadable Forms

| Category | |
|---|--------------|
| + | Tax Forms |
| - | Ashley Forms |
| URL | |
| Ashley Express - Ashley Freight Contract /Resale Tax Forms | |
| Ashley Express - Dealer Freight Contract / Resale Tax Forms | |
| Ashley Express Application | |
| Ashley Express Change Request | |
| Ashley Express State & DC Selection | |

Information to think about:

- ◆ Your account can choose to utilize Ashley Direct or an EDI provider for order entry.
- ◆ Your account can choose between Ashley's Freight Contract or your own.
 - ◆ Weight limit of 150lbs
- ◆ Ashley's Freight Contract Shipment rates are based on weight/dimension/zone



Express Application Information

Differences in freight contracts



Ashley's Freight Contract-

- ◆ Ships from our closest Warehouse to address, If inventory is not in stock, it will ship once available
- ◆ Required states are now "Blocked" if the resale certificate or Tax exempt requirements not provided. (See page (6) for detailed information)
 - ◆ Better Freight Rates
 - ◆ Prices are based & categorized by SKU, not Item Class
- ◆ Ashley uses Rate Shop, our system selects the carrier between FedEx & UPS for quickest delivery date

Vs.

Your own Freight Contract-

- ◆ Ashley will ship the Order and Account will receive bill from designated Carrier
 - ◆ The ability to switch DC's as needed with proper Resale certificates
 - ◆ Ashley is NOT liable for your Freight Contract account's pricing/billing
 - ◆ Carrier needs to be UPS or FedEx
- ◆ Resale certificate required for Distribution Center states (See page (7) for detailed information)

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.



Resale Certificate Information

Ashley Freight Contract



• SHIPPING VIA ASHLEY'S EXPRESS FREIGHT.

IF YOU PLAN TO SHIP TO CONSUMERS LOCATED IN THE FOLLOWING STATES, ASHLEY'S CREDIT DEPARTMENT NEEDS TO BE SUPPLIED WITH THE SALES TAX EXEMPTION RESALE CERTIFICATE FOR EACH DESTINATION STATE SELECTED.

EACH STATE'S SALES TAX EXEMPTION RESALE CERTIFICATE NEEDS TO LIST THE SALES AND USE TAX IDENTIFICATION NUMBER ISSUED BY THAT RESPECTIVE STATE.

IF SALES TAX EXEMPTION RESALE CERTIFICATES ARE NOT PROVIDED, YOU SHOULD NOT BE ALLOWING ORDERS FOR THESE STATES TO BE SUBMITTED INTO YOUR SYSTEM AND ASHLEY'S SYSTEM WILL NOT ACCEPT ORDERS FOR CONSUMERS LOCATED IN THESE STATES.

- | | | |
|---|--|---|
| <input type="checkbox"/> CALIFORNIA | <input type="checkbox"/> LOUISIANA | <input type="checkbox"/> NORTH CAROLINA |
| <input type="checkbox"/> CONNECTICUT | <input type="checkbox"/> MAINE | <input type="checkbox"/> PENNSYLVANIA |
| <input type="checkbox"/> DISTRICT OF COLUMBIA | <input type="checkbox"/> MARYLAND | <input type="checkbox"/> SOUTH DAKOTA |
| <input type="checkbox"/> FLORIDA | <input type="checkbox"/> MASSACHUSETTS | <input type="checkbox"/> TENNESSEE |
| <input type="checkbox"/> IDAHO | <input type="checkbox"/> MISSISSIPPI | <input type="checkbox"/> UTAH |
| <input type="checkbox"/> ILLINOIS | <input type="checkbox"/> NEBRASKA | <input type="checkbox"/> VIRGINIA |
| <input type="checkbox"/> INDIANA | <input type="checkbox"/> NEW MEXICO | |
| <input type="checkbox"/> KENTUCKY | <input type="checkbox"/> NEW YORK | |

**EXPRESS
SHIPPING** 



Resale Certificate Information

Accounts Contract



SHIPPING VIA YOUR OWN FREIGHT ACCOUNT WITH FEDEX OR UPS.

ASHLEY'S CREDIT DEPARTMENT NEEDS TO BE SUPPLIED WITH RESALE CERTIFICATE(S) DEPENDING ON WHICH ASHLEY DISTRIBUTION CENTER(S) EXPRESS ORDERS WILL BE SHIPPED FROM.

RESALE CERTIFICATE(S) WILL NEED TO BE PROVIDED FOR EACH OF THE STATES IN WHICH THE ASHLEY DISTRIBUTION CENTER IS LOCATED, THAT EXPRESS ORDERS WILL SHIP FROM.

Distribution Center Options:

ADVANCE, NC (WHSE 17)

ECRU, MS (WHSE ECR)

ARCADIA, WI (WHSE 1)

LEESPORT, PA (WHSE 15)

COLTON, CA (WHSE 5)

MESQUITE, TX (WHSE 28)

TACOMA, WA (WHSE 42)



Claims for UPS/FedEx

Damage Claims

Damage claim Information:

- ◆ UPS/ FedEx is not required to pick product up, Exhaust all options first (Suggest Customer dispose / donate item)
- ◆ For an item to be considered Carrier damage, the box would need show damage to it as well as the item
 - ◆ Below is some example of some questions asked on survey
 - ◆ The dealer has 30 days to notify us to file a Damage claim.

6. C # *

Enter your answer

7. Does the customer have the original packaging and will it fit in the original box? (Y/N) *

Enter your answer

8. Is the box damaged? (Y/N) *

Enter your answer

9. Does the customer want the packaged picked up? (Y/N) Why? *

Enter your answer

Damaged Pictures needed from Customer :

please email with tracking number in

Subject line to:

Expressclaims@ashleyfurniture.com

Please see next page for picture details

Why do we need pictures? -These pictures were requested by UPS/FedEx in help to access damages quicker

Survey link below:

https://forms.office.com/Pages/ResponsePage.aspx?id=_ZydWi7DwUqp7f6D30-eTc0QGOGG2IJMiTs4bY7TDh5UQjzkzWktHT0FFQ0hJWDZJRU9aVjIOWDczTC4u



Claims for UPS/FedEx

Damage Claims– Pictures need from carrier



1. A photo of the damaged item
2. A photo showing the damaged merchandise, inside the original box, with all of the original cushioning (picture should show the placement of the merchandise and packaging inside the box)
3. A photo of the packaging material used inside the box (e.g. bubble wrap, Styrofoam peanuts, cardboard dividers, etc.)
4. A close-up photo of the shipping label with tracking number (please zoom in enough to read the tracking number)
5. A close-up photo of the box manufacturer's certificate (BMC), if available
 - The BMC is a round stamp that details either the bursting strength of the box or the edge crush rating of the box.
 - The BMC is generally found on a bottom flap on the outside of a corrugated cardboard box.
6. Two photos displaying all six sides of the package (One photo should display the top and two sides. The second photo should display the bottom and the opposite sides.)

Note: All photos must be in jpeg or bitmap format.



Claims for UPS/FedEx

Lost Package Claims

When to file Lost:

A claim can be filed after 24 hours of no new scan on the carriers sight .

Time Frame on filing:

The dealer has 30 days to notify us to file a lost package claim.

PROOF OF DELIVERY:

If the carrier shows that is has delivered to the address, this is considered “Proof of delivery”. If a FedEx/UPS delivery signature option is not selected, FedEx/UPS may deliver to a residential address without obtaining a signature. FedEx/UPS does not accept liability for loss or damage due to releasing such packages.

7. Trip # *

8. C # *

9. Customer's phone # *

Link to survey below:

https://forms.office.com/Pages/ResponsePage.aspx?id=_ZydWi7DwUqp7f6D30-eTc0QGOGG2IJMiTs4bY7TDh5URVfHQI2SU9UUjMxNE1VMkNCUkwyVkvOTi4u



Claims for UPS/FedEx

Label Created

General information about Label Created Claim

Please Allow 4 full business days (Monday-Friday) before replacements are issued. After these days are complete the dealer may re-order item for their customer

What is the difference between Lost package & Label created:

Label created is the status in which the package has had the label printed and put on the carriers truck. However if there is no origin scan within 4 business days the item is considered to be “missing” and needs to be reordered.

Lost package: The item has received an origin scan from the carrier, If no movement or has not received a scan in 24 hours it’s considered a “Lost Package”

11. Model # *

12. Serial # *

13. Tracking # *

Link to survey below:

https://forms.office.com/Pages/ResponsePage.aspx?id=_ZydWi7DwUqp7f6D30-eTc0QGOGG2IJMiTs4bY7TDh5URVfHQI2SU9UUjMxNE1VMkNCUkwyVkvOTi4u



Credit

Things to know about crediting with Express

Wrong Item Received :

Pictures must be sent to your current Credit Specialist and CRM.

Any credit given will be decided by your Credit Specialist

Damage process:

If claim is approved. . .

Credit will be given once check is received to our credit department

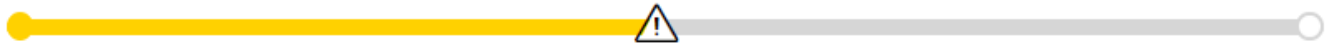
If claim is denied. . .

For non DFI accounts - Please contact the Express Department about Credit

DFI accounts— per your accounts contract with Ashley you would not receive credit


Damage Reported

A damage has been reported and we will notify the sender.



Scheduled Delivery

Please check back later for scheduled delivery.

 View delivery time window with UPS My Choice®. [Continue](#) >

What's Next

UPS will notify the shipper about the damage.



Credit

Things to know about crediting with Express





Lost Package Process:

If claim is approved. . .

Credit will be given once check received from carrier to credit department




If the claim is Denied. . .

Due to proof of delivery Ashley Furniture is not liable for issuing credit due to carrier's terms. This is stated on page 8.

| Shipment Progress | | | |
|---|-------------------|---------------------------------|------------------------------------|
| Overview | | Detailed View | |
| | Date | Location | |
|  | Delivery | - | - |
|  | In Transit | 08/01/2020 3:15 A.M. | Hodgkins, IL, United States |
|  | Shipped | 07/31/2020 5:46 P.M. | La Crosse, WI, United States |
|  | Label Created | 07/31/2020 1:54 P.M. | United States |

Label Created

Ashley's Credit Policy is that when an item is stuck in Label Created status, we wait 3 weeks for a credit to be issued. This gives the warehouses time to find the item and return it to stock, prompting an auto-return credit.

| Shipment Progress | | | |
|---|----------------------|----------------------------------|----------------------|
| Overview | | Detailed View | |
| | Date | Location | |
|  | Delivery | - | - |
|  | Shipped | - | - |
|  | Label Created | 08/24/2020 11:41 P.M. | United States |



Documents & Links

Ashley Express Applications (Double click to open link)

DIRECT EXPRESS FORM



NOTE: CUSTOMERS ON CREDIT TERMS OF CASH BEFORE DELIVERY (CBD) OR CHECK ON DELIVERY (COD) CANNOT BE SETUP FOR ASHLEY EXPRESS.

CUSTOMER SHIP-TO NAME:

ASHLEY CUSTOMER #: _____ SHIP-TO#: _____
(YOU MUST EITHER WRITE THE WORDS "BILL-TO" IN THE SHIP-TO FIELD OR THE SHIP-TO NUMBER. DO NOT LEAVE THIS FIELD BLANK)

FIRST AND LAST NAME OF CONTACT FOR ASHLEY EXPRESS:

PHONE:

EMAIL:

POSITION/TITLE:

ORDERS VIA EDI OR ASHLEY DIRECT?

PLEASE CHECK BELOW INDICATING HOW ORDERS WILL BE PLACED FOR ASHLEY EXPRESS:

ASHLEY DIRECT: OR EDI:

IF PLACING ORDERS VIA EDI, PLEASE ENTER EDI CONTACT INFORMATION BELOW.

EDI VENDOR COMPANY (SUCH AS RENAISSANCE, IMAGINE):

FIRST/LAST NAME OF EDI CONTACT:

PHONE:

EMAIL:

FREIGHT OPTIONS

THERE ARE TWO FREIGHT OPTIONS FOR ASHLEY EXPRESS:

- SHIPPING VIA YOUR OWN FREIGHT ACCOUNT WITH FEDEX OR UPS.
ASHLEY'S CREDIT DEPARTMENT NEEDS TO BE SUPPLIED WITH SALES TAX EXEMPTION CERTIFICATE DEPENDING ON WHICH ASHLEY DISTRIBUTION CENTER(S) EXPRESS ORDERS WILL BE SHIPPED FROM. SALES TAX EXEMPTION CERTIFICATE WILL NEED TO BE PROVIDED FOR EACH OF THE STATES IN WHICH THE ASHLEY DISTRIBUTION CENTER IS LOCATED THAT EXPRESS ORDERS WILL SHIP FROM.
- SHIPPING VIA ASHLEY'S FREIGHT ACCOUNT WITH UPS.
IF YOU PLAN TO SHIP TO CONSUMERS LOCATED IN THE FOLLOWING STATES, ASHLEY'S CREDIT DEPARTMENT NEEDS TO BE SUPPLIED WITH THE SALES TAX EXEMPTION CERTIFICATE OF THE DESTINATION STATE. IF SALES TAX EXEMPTION CERTIFICATE ARE NOT PROVIDED FOR THESE STATES, YOU SHOULD NOT BE ALLOWING ORDERS FOR THESE STATES TO BE SUBMITTED INTO YOUR SYSTEM, AND ASHLEY'S SYSTEM WILL NOT ACCEPT ORDERS FOR CONSUMERS LOCATED IN THESE STATES.



Documents & Links

How to place an Express order (Double click to open link)

ENTERING EXPRESS SHIPPING ORDERS ON ASHLEY DIRECT

1

LOG INTO ASHLEY DIRECT AND SELECT YOUR ACCOUNT/SHIP-TO SETUP FOR ASHLEY EXPRESS. CLICK ON CREATE MY ORDER.

The screenshot shows the AshleyDirect user interface. On the left is a navigation menu with categories like HOME, ORDERS, REPLACEMENT PARTS, INVOICE, PMS, REPORTS, MY INFORMATION, COMPANY CONTACTS, ASHLEY INFORMATION, and REGULATORY. The main content area has a search bar and a list of recent orders. Below the orders is a 'Customers' section with buttons for 'Product Catalog', 'Inventory Availability', 'Create My Order' (highlighted with a red box and a red circle with the number 1), 'Create My Parts Order', 'Change My Order', and 'Check On My Order'. To the right is an 'Account Information' section with fields for 'Please select a customer' and 'My Customer Relations Manager'.

2

WITHIN CREATE MY ORDER SELECT A SHIPPING TYPE OF 'ASHLEY EXPRESS'.

The screenshot shows the 'Create My Order' form. At the top, there is a 'P.O. Number' field with the value '179911330003090' and a 'Request Date' field with the value '09/12/2017'. Below these are radio buttons for 'Ship Complete Series Groups' (selected) and 'Ship Complete Order', and another set for 'Ship Items As Available'. The 'Shipping Type' section has radio buttons for 'Delivery', 'Full Truckload Pickup', 'Ashley Express' (selected and circled in red), and 'Less Than Full Truckload Pickup/Car. Carrier'. The 'Warehouse' section has radio buttons for 'Ashley Furniture' (selected) and 'Vendor'. Below the form is an 'Instructions' section with text: 'Alt P to price Order, Alt S to submit. Enter Series number and press tab for Group Entry & Packages. Check the boxes and click the X button to remove items. *** 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. ***'. At the bottom is a table with columns: X, Qty, Item #, Description, Series, Color, UOM, Qty Per Box, Status, Cubes (F3), UOM Price (USD), Freight (USD), Disc. (USD), Est. Price (USD), and Item Comment. The table contains six rows, all with 'Item Not Priced' in the Description column.

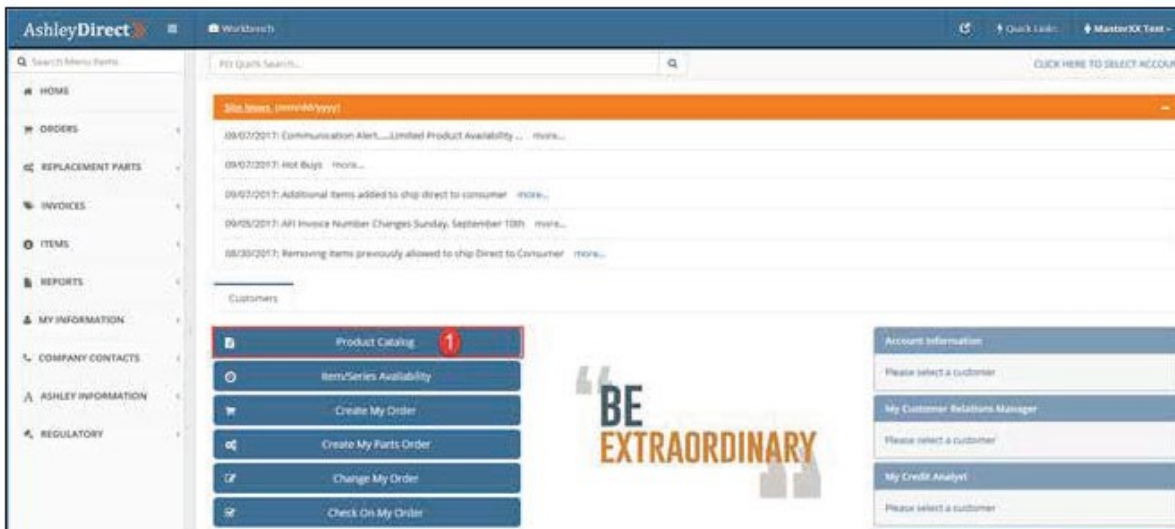


Documents & Links

Downloading Freight Rates (Double click to open link)

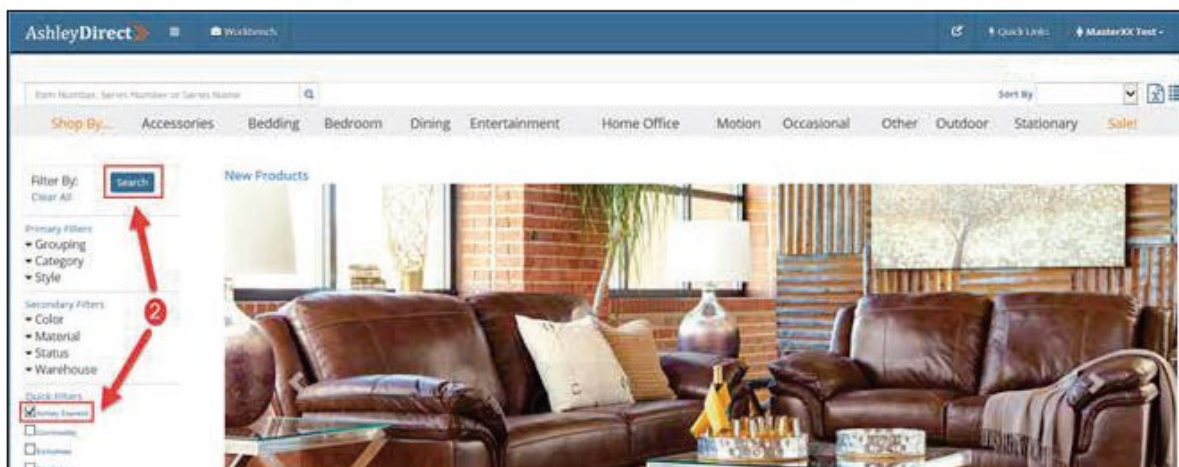
DOWNLOADING THE EXPRESS SHIPPING SPREADSHEET ON ASHLEY DIRECT

- 1** LOG INTO ASHLEY DIRECT AND SELECT YOUR ACCOUNT/SHIP-TO SETUP FOR ASHLEY EXPRESS. CLICK ON PRODUCT CATALOG.



- 2** IN THE PRODUCT CATALOG WITHIN THE LEFT-HAND NAVIGATION BAR UNDER QUICK FILTERS, CHECK THE BOX NEXT TO 'ASHLEY EXPRESS' AND CLICK ON THE SEARCH BUTTON.

- A message will pop stating 'This is a potentially long running search, would you like to continue?'. Click OK to this prompt. – It takes a few minutes for the search to load. Please be patient.



Documents & Links

How to find tracking information (Double click to open link)

TRACKING EXPRESS SHIPPING ORDERS OPTION 1

There are two ways you can view shipping information in the delivery status screen. Each option provides different details. Follow the directions below on how to track express shipping orders with Option 1.

1

LOG INTO ASHLEY DIRECT AND SELECT YOUR ACCOUNT/SHIP-TO SETUP FOR ASHLEY EXPRESS. CLICK ON DELIVERY STATUS.

The screenshot shows the AshleyDirect website interface. On the left is a navigation menu with categories like HOME, ORDERS, REPLACEMENT PARTS, INVOICES, ITEMS, REPORTS, MY INFORMATION, COMPANY CONTACTS, ASHLEY INFORMATION, and REGULATORY. The main content area has a search bar and a list of recent communication alerts. Below this is a 'Customers' section with several buttons: 'Product Catalog', 'Item/Serial Availability', 'Create My Order', 'Create My Parts Order', 'Change My Order', 'Check On My Order', and 'Delivery Status'. The 'Delivery Status' button is highlighted with a red box and a red circle containing the number '1'. To the right of the buttons is a large graphic that says 'BE EXTRAORDINARY'. Further right is an 'Account Information' section with fields for 'Please select a customer' and 'My Customer Relations Manager'.

2

IN THE DELIVERY STATUS SCREEN, CLICK ON THE TRIP NUMBER FOR THE EXPRESS SHIPMENT YOU WANT TO VIEW.

The screenshot shows the 'Delivery Status' screen. At the top, there are search criteria fields for 'Start Date' (08/23/2017), 'Type' (Post Route), 'Item#', 'PO#', and 'Order#', with 'Submit' and 'Cancel' buttons. Below this is a table titled 'Trip Shipments' with columns: 'Where', 'Trip #', 'Trip Type', 'Pick/Class', 'Carrier', 'Driver', 'Status', and 'Projected Delivery / Pickup'. A red circle with the number '2' is placed over the 'Trip #' column of the first row. A red text annotation 'Trip Numbers Appear Here' points to the first row. The table contains the following data:

| Where | Trip # | Trip Type | Pick/Class | Carrier | Driver | Status | Projected Delivery / Pickup |
|-------|--------|-----------|------------|---------------------------|------------------|-----------|-----------------------------|
| | 1 | U | 5/5 | Broker | Fedex | Picked up | 8/23/2017 |
| | 1 | U | 1/1 | Broker | Fedex | Picked up | 8/23/2017 |
| | 1 | U | 1/1 | Broker | Fedex | Picked up | 8/23/2017 |
| | 1 | U | 3/3 | Broker | Fedex | Picked up | 8/24/2017 |
| | 1 | F | 79/79 | Ashley Authorized Carrier | Habor Lines, Inc | Delivered | 8/25/2017 |
| | 1 | U | 1/1 | Broker | Fedex | Picked up | 8/25/2017 |



FAQ'S

Helpful information

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.

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 or contact your marketing specialist.

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: 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 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.



FAQ'S

Shipping

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: 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 Ashley 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.



FAQ'S

Contact information



Questions on claims:

Email: Expressclaims@ashleyfurniture.com

Ashley Express Process or General Questions:

Email: Ashleyexpress@ashleyfurniture.com

Need help right away?

Express phone number: **888.477.1117 Ext 8**

Express hours:

Monday—Friday 7am-4:30pm central

