

you shop, we'll ship.

easy:)



WHAT IS EXPRESS SHIPPING?

A CONVENIENT DIRECT TO CONSUMER SHIPPING PROGRAM

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 product SKUs for you to sell online 24/7.

Best of all - you don't have to lift a finger!

EXPRESS SHIPPABLES

BARSTOOLS

ACCESSORY PACKS

TABLES

ACCENT CHAIRS

Y PILLOWS

COMFORTER SETS

DINING CHAIRS

RUGS

BED PILLOWS & MORE

✓ LAMPS

SHELVES & BOOKCASES

48 HOURS

THREE EASY S

1

SIGN UP!

SIGN THE ASHLEY DIRECT EDI CONTRACT AND EXPRESS SHIPPING PARTICIPATION FORM

WHAT IS EDI?

Electronic Data Interchange (EDI) is the electronic interchange of business information using a standardized format: a process which allows one company to send information to another company electronically rather than with paper. Business entities conducting business electronically are called trading partners.

START S

YOUR CUSTOMER WII

SELLING

Whether your website is E Retailer, Renaissance, or Express Shipping is transactional websites or Ashley Direct

TEPS

ELLING!

LL SHOP FROM YOUR NAL WEBSITE

PROCESS

Sanner Marketing, Imagine other website providers, designed to work on through our EDI feed Create My Order.

3

WE DO THE REST!

TO YOUR CUSTOMER'S HOME

SHIPPING PROCESS

If our retail partner is signed up with Express Shipping, the items ordered from the retailer's website will come directly to us. Ashley will ship those products with UPS or FedEx within 48 hours and send the retail partner the invoice. It's that easy!

SHIPPING RATES

Your Rate or Ours? If you don't already have one, Ashley Furniture has our own specific FedEx or UPS rate. The Express Shipping Freight rate per item can be seen in the Ashley Express Excel Spreadsheet.

GENERAL INFORMATION

Dealers cannot have COD/CBD Credit Terms. These Credit Terms make the Dealer ineligible to participate in the Express Shipping 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 Express Shipping 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 Express Delivery.

Q: WHERE CAN I FIND THE EXPRESS SHIPPING FORM?

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

Q: HOW LONG DOES IT TAKE TO GET SETUP ON EXPRESS SHIPPING?

A: Customers will be setup for Express Shipping in the order in which they are received. We do not have an average time at this point. Once Ashley receives the Express Shipping 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 Express Shipping 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 IN ORDER TO USE EXPRESS SHIPPING?

A: Express shipping orders have to be placed via EDI or Ashley Direct in order 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. Express Shipping 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 consumers 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 EXPRESS SHIPPING?

A: Express Shipping items can be found in the Product Catalog on Ashley Direct. Select the account/ship-to. In the left-hand navigation bar under Quick Filters click on the Ashley Express checkbox. Then click the Search button. Once search results are returned, click on the Export to Excel button in the top right-hand corner of the page. All Dealers have the ability to see the Ashley Express checkbox in the Product Catalog regardless of being setup for the Ashley Express Process.

SHIPPING / FREIGHT RATES

Q: HOW DO I GET SET UP ON EDI?

A: For more information on EDI, please email your questions to EDIAdmin@AshleyFurniture.com

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 Express Shipping 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 EXPRESS SHIPPING FREIGHT RATE?

A: Express Shipping 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 and select the Ashley Express check-box. This list can be exported to Excel by clicking the Export to Excel button, in the top right-hand corner of the page. On the Express Shipping items spreadsheet you can see the Express Shipping freight per item.

Q: WHICH RESALE TAX CERTIFICATES ARE NEEDED IF USING EXPRESS SHIPPING FREIGHT RATE?

A: If the Dealer is using Express Shipping freight rate, they will need resale tax certificates for ten states and the District of Columbia. These states include: California, Connecticut, District of Columbia, Illinois, Florida, Hawaii, Louisiana, Massachusetts, Maryland, Mississippi and Tennessee. RESALE CERTIFICATES ARE REQUIRED FOR THESE 11 STATES BECAUSE THEY COLLECT SALES TAX ON INTERNET ORDERS. IF RESALE CERTIFICATES ARE NOT PROVIDED FOR THESE STATES, YOU SHOULD NOT BE ALLOWING ORDERS FOR THESE STATES TO BE SUBMITTED INTO YOUR SYSTEM. AS WELL, ASHLEY'S SYSTEM WILL NOT ACCEPT ORDERS FOR CONSUMERS LOCATED IN THESE STATES If the completed resale certificates are not sent in with the Express Shipping completed form that is fine, the Credit Department will send out the resale certificate forms to the Dealer to help them begin this process.

In addition, there are seven additional resale documents that need to be on file in order for Ashley to be compliant with state sales tax law requirements. These forms include the MTC-Uniform Sales & Use Tax Certificate (for Maine and New Mexico); the SST-Streamlined Sales and Use Tax Certificate of Exemption (for Indiana, Kentucky, North Carolina, South Dakota, and Utah); Idaho, Nebraska, New York, Pennsylvania, and Virginia. Even though you may not be currently shipping to these states, we need to have them on file to eliminate the need to track and block shipments to these states. In most cases you just need to complete the forms with your home state information, and this is not requiring you to register with these additional states. The forms are located on Ashley Direct with instructions on how to complete.

Q: WHICH RESALE TAX CERTIFICATES ARE NEEDED IF USING DEALER'S 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 Express Shipping 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 are able to get some of the resale certificates on Ashley Direct under Ashley Information, Download Forms. On the Downloadable Forms page click on Tax Forms and then the resale certificate for the state needed; otherwise, our Credit Department can get these same documents and email them to the Dealer if requested or once they send in the Express Shipping paperwork.

Q: WHO CAN I CONTACT IF I HAVE QUESTIONS REGARDING RESALE CERTIFICATES OR TAX EXEMPTIONS?

A: Please contact your Ashley Credit Analyst.

Q: CAN A DEALER SET A WEIGHT LIMIT FOR EACH ITEM THAT SHIPS VIA EXPRESS SHIPPING?

A: Ashley's system sets the weight limit to 150 pounds for Express Ship 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 & WARRANTIES

Q: WHY DOES ASHLEY FURNITURE NEED A RETURN ADDRESS?

A: A return address is required for Express Shipping 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 Express Shipping 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.

A dealer can file their own claims with FedEx or UPS whether they are using Ashley's freight contract or their own freight contract with FedEx or UPS.

If for some reason an item is returned to an Ashley distribution center and it is a freight damage, Ashley will work to file a claim and contact the dealer.

TRACKING ORDERS

Q: HOW WILL A DEALER KNOW IF ASHLEY HAS RECEIVED THEIR EXPRESS SHIPPING 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 Acknowledgment 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 Acknowledgment, 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 EXPRESS SHIPPING OPEN ORDERS?

A: Express Shipping open orders can be viewed on Ashley Direct under 'Check On My Order'. Express Ship orders will show consumer information on the Customer Open Orders page.

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 Express Shipping Items spreadsheet.

Q: WILL THE CONSUMER BE ABLE TO TELL IF AN EXPRESS SHIPPING ITEM BEING ORDERED VIA A DEALER'S WEBSITE IS IN STOCK OR NOT?

A: Ashley has the ability to give the Dealer EDI item availability feeds on a daily basis 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 EXPRESS SHIPPING?

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.

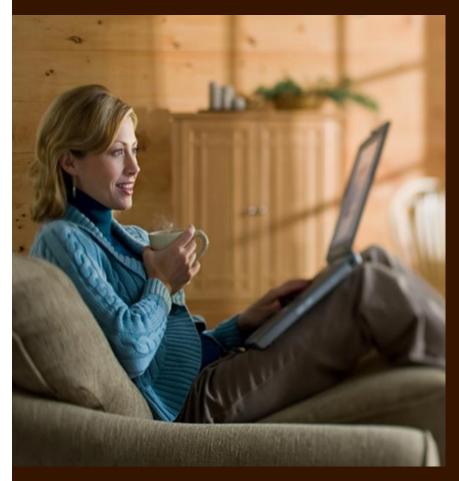
Q: WHAT LOGO AND PRODUCT INFORMATION CAN THE DEALER PUT ON THEIR WEBSITE IN REGARDS TO THE EXPRESS SHIPPING NAME?

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 Express Shipping cannot be used anywhere on the website.



The UPS® Dealership Program

Your Invitation to Special Savings and Services





At every stage of the journey, the role of information rises to the top of the list of what's important to shoppers

In your competitive business, there's a razor's edge between profit and loss. The UPS Dealership Program may help provide just the advantage you need.

As an Ashley Express user, you'll gain access to UPS Solutions that can help streamline nearly every area of your operation – front office, finance, distribution and more.

The UPS Dealership Program gives you:

- Special shipping discounts off published rates up to 37% on Ground shipments, up to 48% on air shipments, and up to 52% on international packages.
- Easy-to-use software for shipping, tracking, and supply chain visibility.
- Access to innovative tools that support and enhance your eCommerce strategies.
- A customer support team to assist with implementation and problem resolution.
- Multiple billing options for ease of use, cost reconciliation and reporting.
- Single-point access to the world's largest global, integrated package delivery network

Start saving time and money, join today!

Contact your UPS representative or: AshleyFurnitureProgram@ups.com

UPS® Dealership Program







Frequently Asked Questions

How do I join?

Contact your UPS account representative or email ashleyfurnitureprogram@ups.com to add your current UPS account number or have a new account number created. Be sure to include your account/business information as well as full contact information.

What are the featured benefits of the UPS Dealership Program?

Program participants enjoy shipping discounts off UPS published daily rates of up to 48% on air shipments, up to 37% on ground, and 52% international shipments. See the front of this flyer for additional benefits related to shipping, visibility software, billing options and dedicated customer support.



Is there a fee to join?

There is no fee to join the program. We are pleased to extend this complimentary membership because of your affiliation with our valued customer, Ashley Furniture.

When is the program start date?

The UPS Dealership Program for Ashley Express customers is live! You are required to sign up through your UPS representative before benefits can be realized.

How much do I need to ship in order to qualify for discounts?

The program makes you eligible for discounts after your very first shipment! Really!

Will my discounts apply to all of my UPS shipments (or just Ashley Express moves)?

Yes! Participation in the program is managed directly between UPS and your business, which means that discounts will apply to all of the business you do with UPS!

Can I continue to use my existing UPS account number?

Absolutely. If you already have a UPS pricing agreement, you can work with your UPS representative to determine what is best for your business.

If I receive my new UPS account number prior to the pricing agreement start date, can I begin shipping and receive the pricing discounts?

You may begin shipping, however rate discounts will not start until the program pricing agreement is signed with your UPS Account Representative. Effective Date will be determined prior to the pricing agreement being implemented.

How will I be billed for my shipments with UPS?

You will be billed weekly beginning the first week after shipping or the date your new account is effective. Or, for companies with multiple accounts/ shipping locations, the headquarters office can receive one consolidated invoice for all locations on a Consolidated Payment Plan (CPP). Bills will be delivered by the method established, see https://www.ups.com/billing for more information

Who can I contact if I have additional questions?

For support and/or answers to your questions, contact your UPS representative, your Ashley representative, or <u>AshleyFurnitureProgram@ups.com</u>. Be sure to include your account/business information as well as full contact information.

Notify your Ashley Furniture Marketing Specialist with your UPS account number once you sign up for the program.











Ashley Express Users save on UPS® Shipping

Average Weekly Gross Revenue (PP, FC, TP and Commercial Returns)		UPS Next Day Air® Letter	UPS Next Day Air® Package	UPS 2nd Day Air® Letter	UPS 2nd Day Air® Package	UPS 3 Day Select [®] Package	UPS Ground® Commercial	UPS Ground Residential	UPS Worldwide Services International
From	То								
\$2,000	Or more	48%	48%	45%	45%	40%	23-37%	19-33%	40-52%
\$1,600	\$1,999	46%	46%	43%	43%	38%	22-26%	18-32%	38-50%
\$1,200	\$1,599	45%	45%	42%	42%	37%	21-35%	17-31%	37-49%
\$1,000	\$1,199	43%	43%	40%	40%	35%	20-34%	16-30%	35-47%
\$800	\$999	42%	42%	39%	39%	34%	19-33%	15-29%	34-46%
\$600	\$799	41%	41%	38%	38%	33%	18-32%	14-28%	33-45%
\$400	\$599	39%	39%	36%	36%	31%	17-31%	13-27%	31-43%
\$200	\$399	36%	36%	33%	33%	28%	16-30%	12-26%	28-40%
\$100	\$199	33%	33%	30%	30%	25%	15-29%	11-25%	25-37%
\$50	\$99	30%	30%	27%	27%	22%	14-28%	10-24%	22-34%
\$0.01	\$49	26%	26%	23%	23%	18%	13-27%	9-23%	18-30%

NOTE:

- To obtain the benefits of his program, eligible businesses must execute the formal pricing agreement with the assigned UPS representative. UPS is under no obligation to honor listed rates without a signed agreement.
- Discount levels and UPS Services subject to UPS Tariff/Terms and Conditions available on UPS.com.
 - https://www.ups.com/content/us/en/resources/ship/terms/service.html?srch_pos=4&srch_phr=tariff
- Applicable rates may vary depending on specific package characteristics
- UPS Worldwide Services include WW Express, WW Express Saver, & WW Expedited (Import and Export). Does not include UPS Standard Transborder service.

ASHLEY EXPRESS FORM



NOTE: CREDIT TERMS OF CBD AND COD CANNOT BE SETUP FOR ASHLEY EXPRESS.				
CUSTOMER SHIP-TO NAME:				
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 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.
- 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 RESALE CERTIFICATES FOR THESE STATES: CALIFORNIA, CONNECTICUT, DISTRICT OF COLUMBIA, FLORIDA,
 HAWAII, ILLINOIS, LOUISIANA, MASSACHUSETTS, MARYLAND, MISSISSIPPI AND TENNESSEE. RESALE CERTIFICATES ARE REQUIRED
 FOR THESE 11 STATES BECAUSE THEY COLLECT SALES TAX ON INTERNET ORDERS. IF RESALE CERTIFICATES ARE NOT PROVIDED
 FOR THESE STATES, YOU SHOULD NOT BE ALLOWING ORDERS FOR THESE STATES TO BE SUBMITTED INTO YOUR SYSTEM. AS WELL,
 ASHLEY'S SYSTEM WILL NOT ACCEPT ORDERS FOR CONSUMERS LOCATED IN THESE STATES.

ASHLEY EXPRESS FORM



FREIGHT CONTRACT - USING YOUR OWN FREIGHT CONTRACT

- IF SHIPPING VIA YOUR OWN FREIGHT ACCOUNT, PLEASE FILL IN THE BELOW INFORMATION.
- IF SHIPPING VIA ASHLEY'S FREIGHT CONTRACT, NO NEED TO FILL OUT THIS SECTION.
- PLEASE CHECK BELOW INDICATING WHICH CARRIER WILL BE USED TO SHIP ASHLEY EXPRESS ORDERS:

UPS: OR FEDEX:

PLEASE ENTER THE FREIGHT ACCOUNT NUMBER WITH THE CARRIER: (THIS NUMBER IS MOST OFTEN SIX DIGITS FOR UPS AND NINE DIGITS FOR FEDEX)

PLACE AN 'X' NEXT TO THE ASHLEY DISTRIBUTION CENTER CONSUMER ORDERS ARE TO BE SHIPPED FROM:

ADVANCE, NC (WHSE 17): ECRU, MS (WHSE ECR):

ARCADIA, WI (WHSE 1): LEESPORT, PA (WHSE 15):

COLTON, CA (WHSE 5): MESQUITE, TX (WHSE 28):

• IF SHIPPING FROM MORE THAN ONE ASHLEY DC (DISTRIBUTION CENTER), WE WILL NEED TO KNOW WHICH STATES SHOULD SHIP FROM WHICH DC. WE WILL SEND YOU A FORM TO FILL OUT IF SHIPPING THIS WAY.

FREIGHT CONTRACT - USING ASHLEY'S FREIGHT CONTRACT

- PLACE CHECK MARK HERE IF USING ASHLEY'S EXPRESS FREIGHT RATE:
- IF SHIPPING VIA YOUR OWN FREIGHT ACCOUNT, NO NEED TO FILL OUT THIS SECTION.
- PLEASE REMEMBER THAT IF YOU PLAN TO SHIP TO CONSUMERS LOCATED IN ANY OF THE 11 STATES LISTED BELOW, YOU WILL NEED TO PROVIDE ASHLEY WITH THOSE STATES RESALE CERTIFICATES.
- PLEASE PLACE A CHECKMARK NEXT TO THE STATES YOU WOULD LIKE TO SHIP ASHLEY EXPRESS ORDERS TO:

CALIFORNIA LOUISIANA

CONNECTICUT MASSACHUSETTS

DISTRICT OF COLUMBIA MARYLAND

FLORIDA MISSISSIPPI

HAWAII TENNESSEE

ILLINOIS



LIMITATIONS

•	IS THERE A WEIGHT LIMIT ON WHAT CAN BE SHIPPED VIA ASHLEY EXPRESS TO THE END-CONSUMER? IF NO, SYSTEM WILL SET THE MAX WEIGHT LIMIT TO 150 POUNDS.					
	YES:	NO:				
IF YES, P	LEASE PROVIDE TH	E WEIGHT IN POUNDS:				
HANDLIN	IG FEE					
•				DLING FEE OF \$2.50, ON EACH INVOICE SHIPPED VIA ASHLEY PERSON APPROVING THIS CHARGE.		
CONTAC	T NAME:					
RETURN	ADDRESS					
•	WE DO NOT EXPECT ANY RETURNS TO COME BACK TO ASHLEY FURNITURE. ON OCCASION, ASHLEY MAY RECEIVE FREIGHT DAMAGES RETURNED AND WE WILL WORK AS QUICKLY AS POSSIBLE WITH YOU TO SATISFY THE CONSUMER. IF THERE ARE ANY RETURNS, WHAT ADDRESS SHOULD THEY BE TAKEN TO?					
•	RETURNS WILL GO TO: SHIP TO ADDRESS: OR DIFFERENT ADDRESS: (IF DIFFERENT THAN THE SHIP TO ADDRESS, FILL IN RETURN ADDRESS INFORMATION)					
NAME:						
ADDRES	S 1:					
ADDRES	S 2:					
CITY:		STATE:	ZIP CODE:	COUNTRY:		
•	FORM COMPLETE	D BY:				
NAME:						
TODAY'S	S DATE: /	/				

ASHLEY EXPRESS FORM



ASHLEY EXPRESS CHECKLIST

- TO GET A LIST OF ITEMS THAT ASHLEY HAS APPROVED AS AVAILABLE TO SHIP VIA ASHLEY EXPRESS, PLEASE GO TO THE PRODUCT CATALOG IN ASHLEY DIRECT AT THE TOP OF THE PAGE, SELECT THE CUSTOMER/SHIP-TO. WITHIN THE PRODUCT CATALOG IN THE LEFT-HAND NAVIGATION BAR UNDER QUICK FILTERS, CHECK THE BOX NEXT TO 'ASHLEY EXPRESS' AND CLICK ON THE SEARCH BUTTON. ONCE THE SEARCH RESULTS HAVE BEEN RETURNED, YOU HAVE THE OPTION TO EXPORT TO EXCEL. SIMPLY CLICK ON THE EXPORT TO EXCEL ICON IN THE TOP RIGHT-HAND CORNER OF THE PRODUCT CATALOG PAGE TO VIEW THE ASHLEY EXPRESS ITEMS.
- IF USING ASHLEY'S FREIGHT CONTRACT, THE EXPRESS FREIGHT RATE IS SET BY ITEM. TO VIEW THE EXPRESS FREIGHT RATE, YOU WOULD NEED TO GO TO THE ASHLEY DIRECT PRODUCT CATALOG. AT THE TOP OF THE PAGE, SELECT THE CUSTOMER/SHIP-TO. WITHIN THE PRODUCT CATALOG IN THE LEFT-HAND NAVIGATION BAR UNDER QUICK FILTERS, CHECK THE BOX NEXT TO 'ASHLEY EXPRESS' AND CLICK ON THE SEARCH BUTTON. ONCE THE SEARCH RESULTS HAVE BEEN RETURNED, THE LIST SHOULD BE EXPORTED TO EXCEL. SIMPLY CLICK ON THE EXPORT TO EXCEL ICON IN THE TOP RIGHT-HAND CORNER OF THE PRODUCT CATALOG PAGE TO VIEW THE ASHLEY EXPRESS FREIGHT PER ITEM.

SHIPPING EXPRESS TO CANADA

PLEASE ONLY FILL OUT THE BELOW INFORMATION IF SHIPPING VIA ASHLEY EXPRESS TO CANADA.

- DEALER MUST HAVE A FREIGHT CONTRACT WITH UPS.
- DEALER MUST HAVE UPS SETUP AS ONE OF THEIR BROKERS.

PLACE AN 'X' NEXT TO THE ASHLEY DISTRIBUTION CENTER CONSUMER ORDERS ARE TO BE SHIPPED FROM:

ECRU, MS (WHSE ECR):
LEESPORT, PA (WHSE 15):
MESQUITE, TX (WHSE 28):

IF SHIPPING FROM MORE THAN ONE ASHLEY DC (DISTRIBUTION CENTER), WHICH PROVINCE SHOULD SHIP FROM WHICH DC? FILL IN THE ASHLEY DC BELOW FOR EACH CONSUMER DELIVERY PROVINCE LISTED:

AB	NF	ON	QC
BC	NB	PE	SK
MB	NS		

PLEASE FILL OUT THIS FORM COMPLETELY, SAVE IT AND EMAIL IT TO ASHLEYEXPRESS@ASHLEYFURNITURE.COM

ASHLEY EXPRESS CHANGE REQUEST FORM



FROM DEALER FREIGHT CONTRACT TO ASHLEY FREIGHT CONTRACT

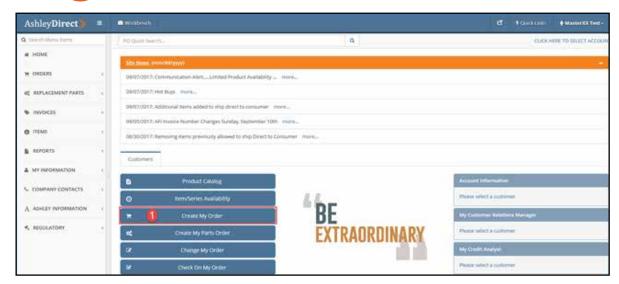
CUSTON	MER SHIP-TO NAME:						
CUSTON (YOU ML	OMER #: SHIP-TO#: NUST EITHER WRITE THE WORDS "BILL-TO" IN THE SHIP-TO FIELD OR THE SHIP-TO NUMBER. DO NOT LEAVE THIS FIELD BLANK!)						
FIRST AN	ND LAST NAME OF (CONTACT I	FOR ASHLEY EXPRESS:				
PHONE:							
EMAIL:							
POSITIO	N/TITLE:						
CURREN	T FREIGHT CONTRA	CT INFORI	MATION				
•	PLEASE CHECK BE	ELOW INDI	CATING WHICH CARRIER IS C	URRENTLY BEING USED TO SHIP ASHLEY EXPRESS ORDERS:			
0	UPS:	OR	FEDEX:				
0			T ACCOUNT NUMBER WITH THE TEN SIX DIGITS FOR UPS AND				
COLLEC [*] ALLOWII	T SALES TAX ON IN	TERNET OF IESE STATE	RDERS. IF RESALE CERTIFICA ES TO BE SUBMITTED INTO YO	TES ARE REQUIRED FOR THE 11 STATES LISTED BELOW BECAUSE THEY TES ARE NOT PROVIDED FOR THESE STATES, YOU SHOULD NOT BE DUR SYSTEM. AS WELL, ASHLEY'S SYSTEM WILL NOT ACCEPT ORDERS FOR			
	PLACE A CHECKMA NG RESALE CERTIFI		TO THE STATES YOU WOULD L	IKE TO SHIP ASHLEY EXPRESS ORDERS TO AND IN WHICH YOU WILL BE			
	CALIFORNIA			LOUISIANA			
	CONNECTICUT			MASSACHUSETTS			
	DISTRICT OF COLU	JMBIA		MARYLAND			
	FLORIDA			MISSISSIPPI			
	HAWAII			TENNESSEE			
	ILLINOIS						

SUBMIT THIS FORM VIA EMAIL TO ASHLEYEXPRESS@ASHLEYFURNITURE.COM

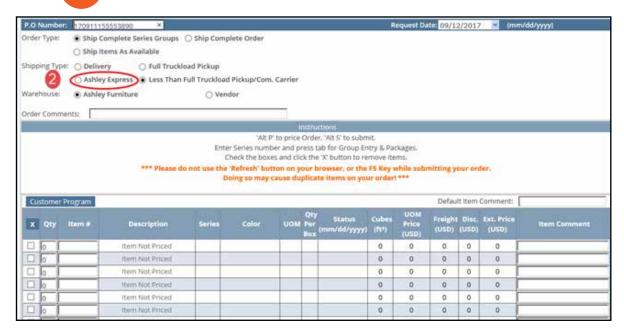
ENTERING EXPRESS SHIPPING ORDERS ON ASHLEY DIRECT

1

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



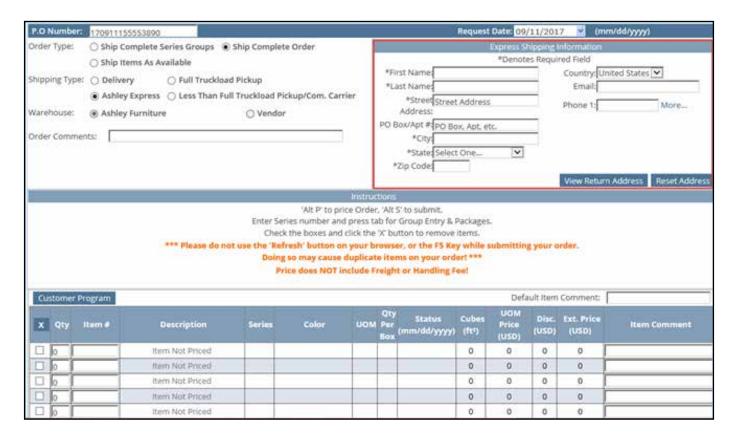
WITHIN CREATE MY ORDER SELECT A SHIPPING TYPE OF 'ASHLEY EXPRESS'.





FILL IN THE EXPRESS SHIPPING INFORMATION SECTION ON THE ORDER AND THEN CONTINUE BY ENTERING THE REMAINDER OF THE ORDER AS YOU ENTER ALL OTHER ASHLEY DIRECT ORDERS.

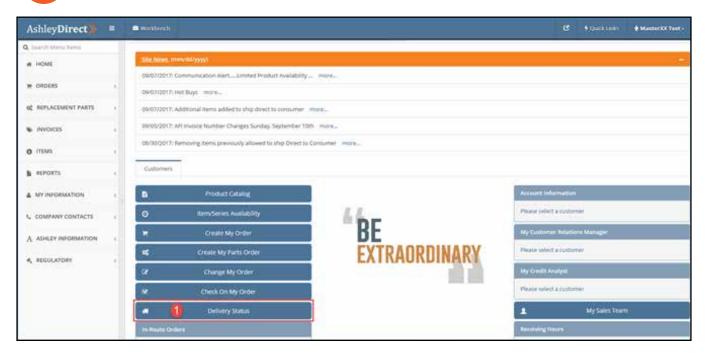
• Upon submitting the order, it will be shipped by FedEx or UPS and freight charges will be billed via the method selected on your Ashley Express Shipping Form.



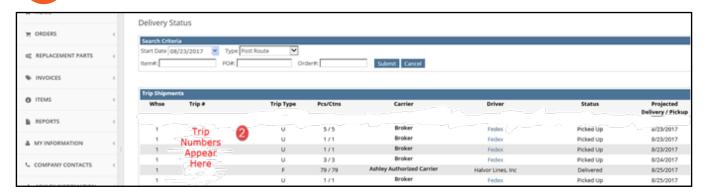
TRACKING EXPRESS SHIPPING ORDERS OPTION 1

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 sipping orders with Option 1.

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



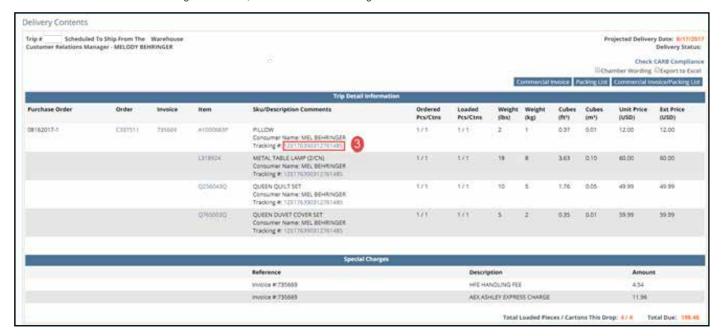
IN THE DELIVERY STATUS SCREEN, CLICK ON THE TRIP NUMBER FOR THE EXPRESS SHIPMENT YOU WANT TO VIEW.





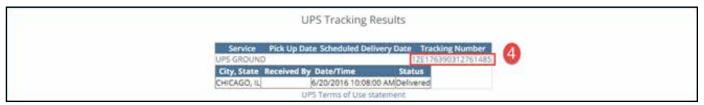
THE DELIVERY CONTENTS SCREEN WILL APPEAR. ON THE DELIVERY CONTENTS PAGE YOU HAVE VIEW TO THE PO #, ORDER #, INVOICE #, TRACKING #, CONSUMER NAME AND PRICES FOR THE SELECTED EXPRESS SHIP TRIP.

To view tracking information, click on the blue tracking #.

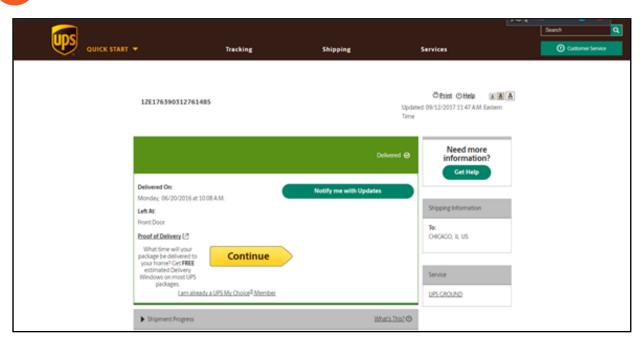


4

THIS WILL POP-UP THE TRACKING RESULTS PAGE.
ON THIS PAGE YOU CAN AGAIN CLICK ON THE BLUE TRACKING NUMBER.



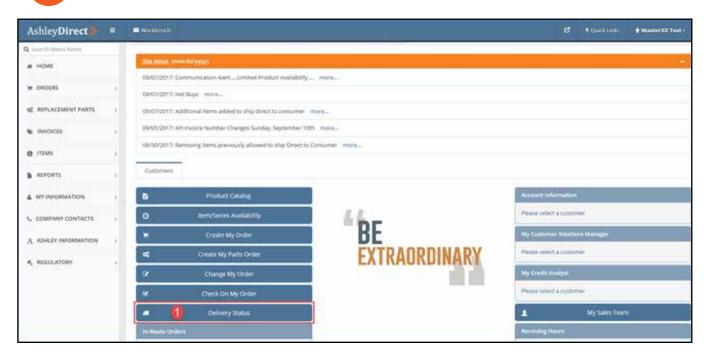
THIS WILL TAKE YOU FROM ASHLEY DIRECT TO THE FEDEX OR UPS WEBSITE WHERE THERE WILL BE ADDITIONAL TRACKING INFORMATION.



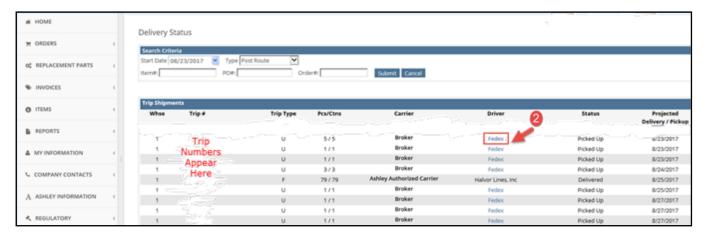
TRACKING EXPRESS SHIPPING ORDERS OPTION 2

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 sipping orders with Option 2.

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



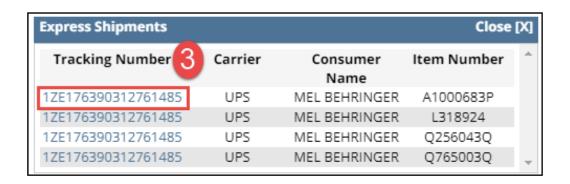
IN THE DELIVERY STATUS SCREEN, CLICK ON THE EITHER FEDEX OR UPS UNDER THE DRIVER COLUMN FOR THE EXPRESS SHIPMENT YOU WANT TO VIEW.





AN EXPRESS SHIPMENTS DIALOG BOX OPENS IN THE MIDDLE OF THE SCREEN.

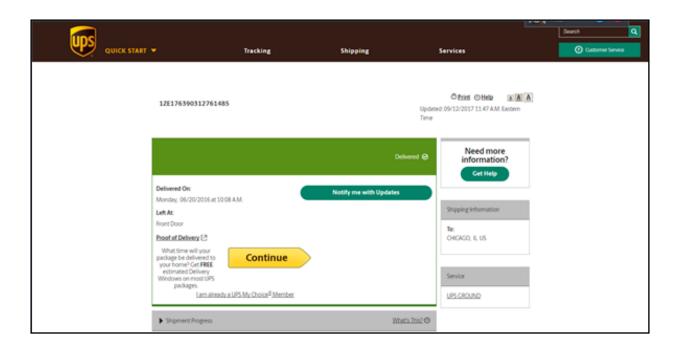
To view tracking information, click on the blue tracking #.



THIS WILL POP-UP THE TRACKING RESULTS PAGE.
ON THIS PAGE YOU CAN AGAIN CLICK ON THE BLUE TRACKING NUMBER.



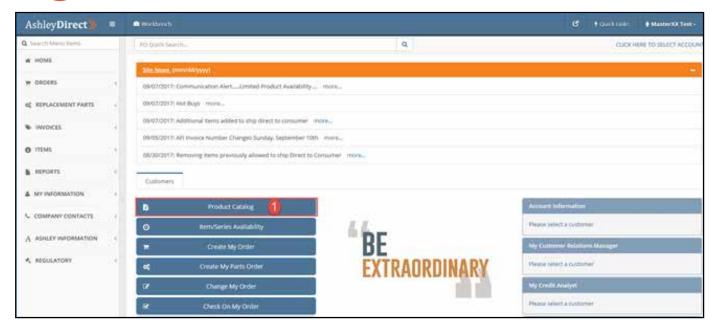
THIS WILL TAKE YOU FROM ASHLEY DIRECT TO THE FEDEX OR UPS WEBSITE WHERE THERE WILL BE ADDITIONAL TRACKING INFORMATION.



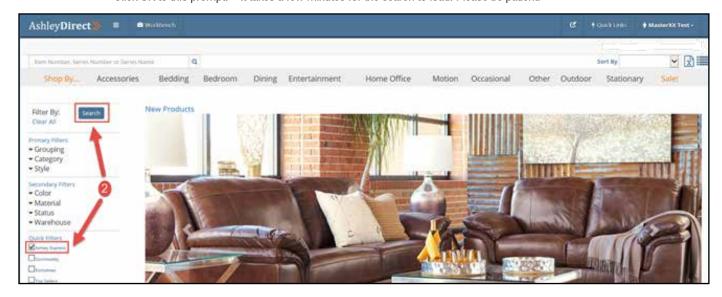
DOWNLOADING THE EXPRESS SHIPPING SPREADSHEET ON ASHLEY DIRECT



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



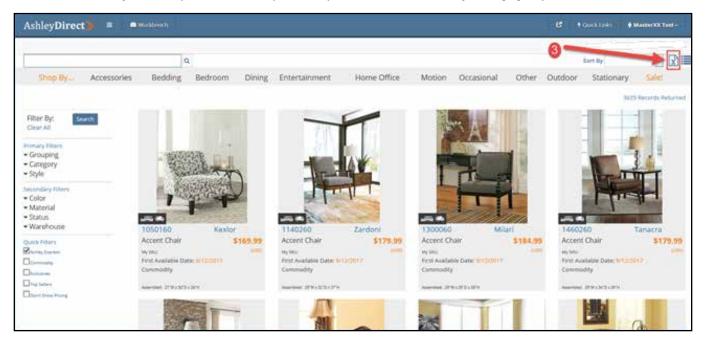
- IN THE PRODUCT CATALOG WITHIN THE LEFT-HAND NAVIGATION BAR UNDER QUICK FILTERS, CHECK THE BOX NEXT TO 'ASHLEY EXPRESS' AND CLICK ON THE SEARCH BUTTON.
 - A message will pop stating 'This is a potentially long running search, would you like to continue?'. Click OK to this prompt. It takes a few minutes for the search to load. Please be patient.



3

ONCE THE SEARCH RESULTS HAVE BEEN RETURNED, YOU HAVE THE OPTION TO EXPORT TO EXCEL. SIMPLY CLICK ON THE EXPORT TO EXCEL ICON IN THE TOP RIGHT-HAND CORNER OF THE PRODUCT CATALOG PAGE. COMPLETING THIS PROCESS WILL GIVE YOU ADDITIONAL INFORMATION ON THE EXPRESS SHIPPING ITEMS. IT IS RECOMMENDED TO COMPLETE THE EXPORT TO EXCEL.

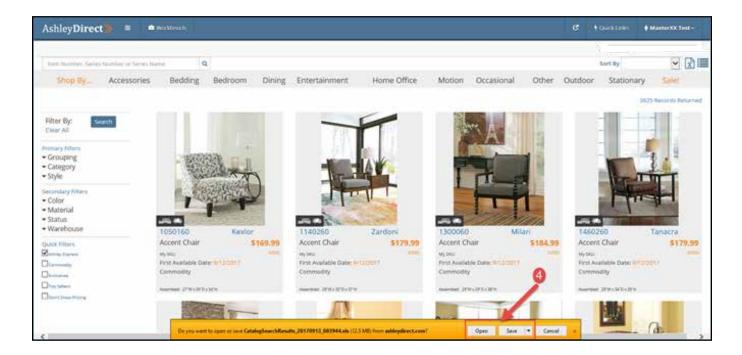
It may take a couple minutes to complete the export to excel. Please don't try clicking again, just wait.





YOU CAN CHOOSE TO EITHER OPEN OR SAVE THE EXCEL FILE

- If you choose to save, download the file to a location on your computer where you will remember where to access it.
- If you choose to open, simply click on the Open button.

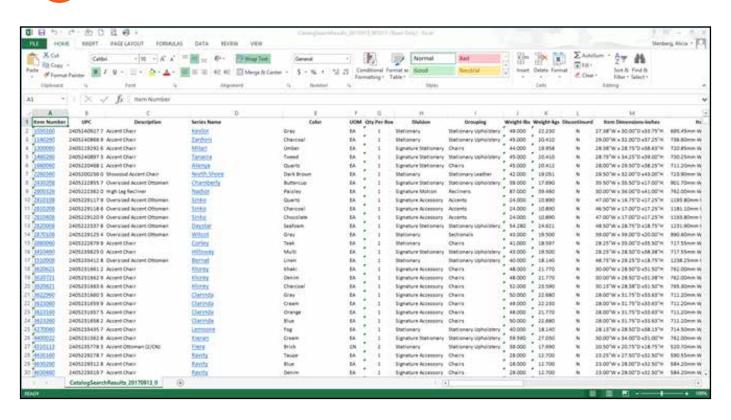




IF YOU CHOOSE TO OPEN THE FILE, SELECT YES TO THE MESSAGE DISPLAYED BELOW AND THE FILE WILL OPEN.



WITHIN THE EXCEL SPREADSHEET YOU CAN SCROLL DOWN AND ACROSS TO VIEW ADDITIONAL INFORMATION REGARDING THE EXPRESS SHIPPING ITEMS.









rapid, direct-to-door delivery

---> it's fast htw

