

## Placing an Order

The local L&W Supply yard is your primary point of contact for questions regarding order placement. They will coordinate all deliveries for The Home Depot.

To place an order:

- The P.O. should be placed into The Home Depot system.
- The Home Depot customer requesting stock and scatter service should be asked to fill out a “Pre-Delivery Job Site Inspection” and a “Waiver and Delivery Instructions” form (included).

The Pre-Delivery Job Site Inspection form is used to advise the local L&W Supply yard of the following information:

- The date and location of the delivery
- Job site conditions (e.g., Is there a driveway? Can a 60-foot-long truck get into the driveway? Does the dealer need to use alternative delivery methods?)
- Potential obstructions or hazards (e.g., trees, power lines, dumpsters, etc.)

The Waiver and Delivery Instructions form has two objectives:

- Tell the delivery crew where to place the actual product order
- Waive liability of any damage that may occur on the customer’s property

The completed forms should be faxed to the local L&W Supply yard.

- FAX TO: 1-\_\_\_\_-\_\_\_\_-\_\_\_\_\_ ATTN: \_\_\_\_\_

L&W Supply will contact The Home Depot Pro Desk to confirm the delivery date and pricing. In order to confirm pricing and delivery date, local L&W personnel may need to do a job site inspection. The L&W yard has a 72-hour lead time from the time all paperwork is completed to make the delivery (i.e., the Pre-Delivery Job Site Inspection form, the Waiver and Delivery Instructions form and The Home Depot P.O.).

**Once a delivery date has been established, The Home Depot should finalize the P.O. and create a Key Rec in The Home Depot payables system.**

## Placing an Order continued

To process a stock and scatter order, The Home Depot and local L&W supplier each have responsibilities.

### Home Depot Responsibilities:

**Step 1:** Create P.O. using proper SKU numbers for these products and services:

- Product (board, trims, beads, etc.)
- Minimum quantity delivery charge
- Walk-up/Walk-down (stairs)
- Stand-up/Roll-off elevators
- Walk-ins/Walk-arounds
- Hourly rate, local men with trucks

**Step 2:** Call your local L&W supplier and verbally confirm the following information:

- Purchase Order (P.O.)
- Product and delivery costs
- Additional charges
- Other pertinent details related to the order and delivery

**Step 3:** Fax confirmed P.O. and delivery checklist to local L&W supplier.

*Note:* A lien waiver may be required on new construction. If so, fax the lien waiver to L&W as well.

### L&W Responsibilities:

**Step 1:** Fax P.O. confirmation back to The Home Depot.

**Step 2:** Confirm appointment/delivery time with customer or The Home Depot contact if customer not available.

**Step 3:** Obtain signed delivery receipt (proof of delivery).

*Note:* The local L&W supplier will not deliver the customer order until it is 100% complete.

**Step 4:** If requested by The Home Depot, obtain signed job site waivers.

