



DIRECT EXPRESS PROGRAM (Ashley Express)



**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**

✓ **ACCENT CHAIRS**

✓ **DINING CHAIRS**

✓ **LAMPS**

✓ **ACCESSORY PACKS**

✓ **PILLOWS**

✓ **RUGS**

✓ **SHELVES & BOOKCASES**

✓ **TABLES**

✓ **COMFORTER SETS**

✓ **BED PILLOWS & MORE**

WE WILL SHIP IN-STOCK PRODUCTS
DIRECTLY TO YOUR CUSTOMER IN

48 HOURS

OneAshley
BIGGER. BETTER. STRONGER.

BENEFITS OF BEING PART OF THE ASHLEY **EXPRESS PROGRAM:**

- **Websites**
- **24 Hr Shopping**
- **Endless Aisles of product**
- **New product added Weekly**
- **No warehousing/storage**
- **Fast Shipments**
- **Ship package Direct to Customer**
- **Ability to track your own packages on UPS/FedEx**

STEPS FOR QUICK & SUCCESSFUL SET UP:

- Customer is not COD/CBD terms
- Choose to utilize **Ashley Direct** or **EDI**:
 - **Ashley Direct**- Manual Order Entry
 - **EDI**- Electronic Interchange
(Dealer is responsible to choose a 3rd party provider. Any fee is between the account & their EDI provider)
- Choose **Own Freight** or **Ashley's Freight**
 - Benefits of using **Ashley Freight Contract** **
 - Utilizes all DCs, ships closest to consumer for faster delivery
 - Required states are now BLOCKED if resale cert or tax exempt requirements not provided
 - Better negotiated rates
 - Benefits of using **Own Freight** **
 - Utilizing carrier already in place
 - Able to switch DC as needed

**Shipment rates are based on weight/dimension/zone

**Ground shipments only- *unless customer using own carrier pickup LTL*

PROCESS TO COMPLETE APPLICATION:

Application form(s) – where to find it?

Ashley Direct/Ashley Information/Download Forms/Ashley Forms/Ashley Express Form

- Application is received by Express team to verify all information is complete & accurate
- Application is then forwarded to Credit :
 - If Re-Sales Certificates are needed for blocked states, Credit will work with you to obtain them
 - Resale Certificates are required for any of the *Blocked* states selected on the application if the account is requesting to use **Ashley's UPS Frt. Contract**; Credit will work with you to obtain the needed Resales. We cannot proceed until ALL Resales are received for the selected *Blocked* states.
 - If no *Blocked* states are selected, we can proceed with 23 states being *Blocked*.
 - Resale Certificates are required for any/all of the Distribution Center states selected, if the account is requesting to join the Express program **using their OWN Frt. Contract**; Credit will work with you to obtain the needed Resales.
 - If the account's home state is included in the 23 states, they **need** to select that state so we do not block that state. If the state is not selected to unblock, it **will** be blocked.
- Credit replies to Express Team with the approval to set up and unblock any states, if needed
- Ashley Direct will then be completed and set up (if not using EDI)

PROCESS TO COMPLETE APPLICATION:

- If the account requested to utilize EDI, EDI set up is then initiated
 - Testing with provider is initiated by the EDI Team
 - This may take several days or weeks depending on their chosen provider
- EDI sends updates to Express. Once testing between our EDI Dept., and the 3rd party provider are complete, EDI dept. contacts us to let us know everything is complete.
- Email sent to alert the Marketing Specialist & Customer Relationship Manager of the Express Set up Completion
 - Letting you know details of the customers final set up, ie. Whse shipment, provider choice, freight choice, etc
- Marketing Specialists will also receive the paperwork dealer needs to file their own Damage Claims and/or Lost Package Investigations
 - The account is currently fully responsible for their own Damage Claims and Lost Package investigations, as well as any other forms/documents that UPS requests.

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.

****Customer # AND Ship-To MUST be filled out! We cannot process without valid Ship-to**

****Do NOT select BOTH Ashley Direct & EDI. If customer wants to utilize Ashley Direct until EDI is set up, please include that on the e-mail, NOT the application**

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 ACCOUNT, 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 ACCOUNT

- PLACE CHECK MARK HERE IF USING ASHLEY'S EXPRESS FREIGHT ACCOUNT: ☐
- 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 STATES LISTED BELOW, YOU WILL NEED TO PROVIDE ASHLEY WITH THE SALES TAX EXEMPTION CERTIFICATE OF THE DESTINATION STATE..
- PLEASE PLACE A CHECKMARK NEXT TO THE STATES YOU WOULD LIKE TO SHIP ASHLEY EXPRESS ORDERS TO:

<input type="checkbox"/> CALIFORNIA	<input type="checkbox"/> KENTUCKY	<input type="checkbox"/> NEW YORK
<input type="checkbox"/> CONNECTICUT	<input type="checkbox"/> LOUISIANA	<input type="checkbox"/> NORTH CAROLINA
<input type="checkbox"/> DISTRICT OF COLUMBIA	<input type="checkbox"/> MAINE	<input type="checkbox"/> PENNSYLVANIA
<input type="checkbox"/> FLORIDA	<input type="checkbox"/> MARYLAND	<input type="checkbox"/> SOUTH DAKOTA
<input type="checkbox"/> HAWAII	<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	

****The account is responsible for setting themselves up with UPS and/or FedEx, as well as providing an account #**

****If account picks more than 2 Distribution Centers to ship out from, another form will be sent to fill out for the account to note what DC they want to Ship to which state that is best for their freight rate.**

**** Re-sales Certificate is needed to ship product into any of the 23 blocked states**

DIRECT EXPRESS FORM



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, PLEASE PROVIDE THE WEIGHT IN POUNDS:

HANDLING FEE

- ASHLEY CHARGES A 2.5% HANDLING FEE, WITH A MINIMUM HANDLING FEE OF \$2.50, ON EACH INVOICE SHIPPED VIA ASHLEY EXPRESS. PLEASE PROVIDE THE FIRST AND LAST NAME OF THE PERSON APPROVING THIS CHARGE.

CONTACT 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:

ADDRESS 1:

ADDRESS 2:

CITY:

STATE:

ZIP CODE:

COUNTRY:

- FORM COMPLETED BY:

NAME:

TODAY'S DATE:

 / /

****There MUST be a valid address on application for returns to be shipped/returned in case of damages or defects to the item.**

EXPRESS DC & STATE SELECTION FORM



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), WHICH STATES SHOULD SHIP FROM WHICH DC?
FILL IN THE ASHLEY DC BELOW FOR EACH CONSUMER DELIVERY STATE LISTED:

AL <input type="text"/>	ID <input type="text"/>	MT <input type="text"/>	RI <input type="text"/>
AK <input type="text"/>	IL <input type="text"/>	NC <input type="text"/>	SC <input type="text"/>
AR <input type="text"/>	IN <input type="text"/>	ND <input type="text"/>	SD <input type="text"/>
AZ <input type="text"/>	KS <input type="text"/>	NE <input type="text"/>	TN <input type="text"/>
CA <input type="text"/>	KY <input type="text"/>	NH <input type="text"/>	TX <input type="text"/>
CO <input type="text"/>	LA <input type="text"/>	NJ <input type="text"/>	UT <input type="text"/>
CT <input type="text"/>	MA <input type="text"/>	NM <input type="text"/>	VA <input type="text"/>
DC <input type="text"/>	MD <input type="text"/>	NV <input type="text"/>	VT <input type="text"/>
DE <input type="text"/>	ME <input type="text"/>	NY <input type="text"/>	WA <input type="text"/>
FL <input type="text"/>	MI <input type="text"/>	OH <input type="text"/>	WI <input type="text"/>
GA <input type="text"/>	MN <input type="text"/>	OK <input type="text"/>	WV <input type="text"/>
HI <input type="text"/>	MO <input type="text"/>	OR <input type="text"/>	WY <input type="text"/>
IA <input type="text"/>	MS <input type="text"/>	PA <input type="text"/>	

****When account is on THEIR own Contract, and more than 2 DC's are selected, they will then need to designate which state is the best fit for them in regards to their freight costs. (Ex. Below)**

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), WHICH STATES SHOULD SHIP FROM WHICH DC?
FILL IN THE ASHLEY DC BELOW FOR EACH CONSUMER DELIVERY STATE LISTED:

AL <input type="text"/>	ID <input type="text"/>	MT <input type="text"/>
AK <input type="text"/>	IL <input type="text"/>	NC <input type="text"/>
AR <input type="text"/>	IN <input type="text"/>	ND <input type="text"/>

**** If all 6 DC's are chosen, the system will automatically ship out of closest DC**

ASHLEY EXPRESS CHANGE REQUEST FORM



FROM DEALER FREIGHT CONTRACT TO ASHLEY FREIGHT CONTRACT

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:

CURRENT FREIGHT CONTRACT INFORMATION

- PLEASE CHECK BELOW INDICATING WHICH CARRIER IS CURRENTLY BEING 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)
- 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.

PLEASE PLACE A CHECKMARK NEXT TO THE STATES YOU WOULD LIKE TO SHIP ASHLEY EXPRESS ORDERS TO:

<input type="checkbox"/> CALIFORNIA	<input type="checkbox"/> KENTUCKY	<input type="checkbox"/> NEW YORK
<input type="checkbox"/> CONNECTICUT	<input type="checkbox"/> LOUISIANA	<input type="checkbox"/> NORTH CAROLINA
<input type="checkbox"/> DISTRICT OF COLUMBIA	<input type="checkbox"/> MAINE	<input type="checkbox"/> PENNSYLVANIA
<input type="checkbox"/> FLORIDA	<input type="checkbox"/> MARYLAND	<input type="checkbox"/> SOUTH DAKOTA
<input type="checkbox"/> HAWAII	<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	

SUBMIT THIS FORM VIA EMAIL TO ASHLEYEXPRESS@ASHLEYFURNITURE.COM



This **Change Request Form**, is used if an account is already part of the Express program, but looking to change from their OWN Frt. Contract to using Ashley's Freight contract

****Customer # AND Ship-To MUST be filled out!**

**** Re-sales Certificates are required based on regards to ship product into any of the 23 blocked states.
Credit will work with you to obtain the needed Resales.**

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 web application interface. On the left, there is a sidebar with various navigation options. The 'Create My Order' button is highlighted in red. The main content area displays a list of product categories and a 'BE EXTRAORDINARY' banner. The right sidebar contains account information and login options.

2

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

The screenshot shows the 'Create My Order' form in the AshleyDirect web application. The 'Shipping Type' dropdown menu is open, and 'Ashley Express' is selected. The form includes fields for P.O. Number, Request Date, Order Type, Shipping Type, Warehouse, and Order Comments. A table at the bottom lists items with columns for Qty, Item #, Description, Series, Color, UOM, Price, Freight, and Item Comment.

Qty	Item #	Description	Series	Color	UOM	Price	Freight	Item Comment
1		Item Not Priced				0	0	
1		Item Not Priced				0	0	
1		Item Not Priced				0	0	
1		Item Not Priced				0	0	
1		Item Not Priced				0	0	
1		Item Not Priced				0	0	

3

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.

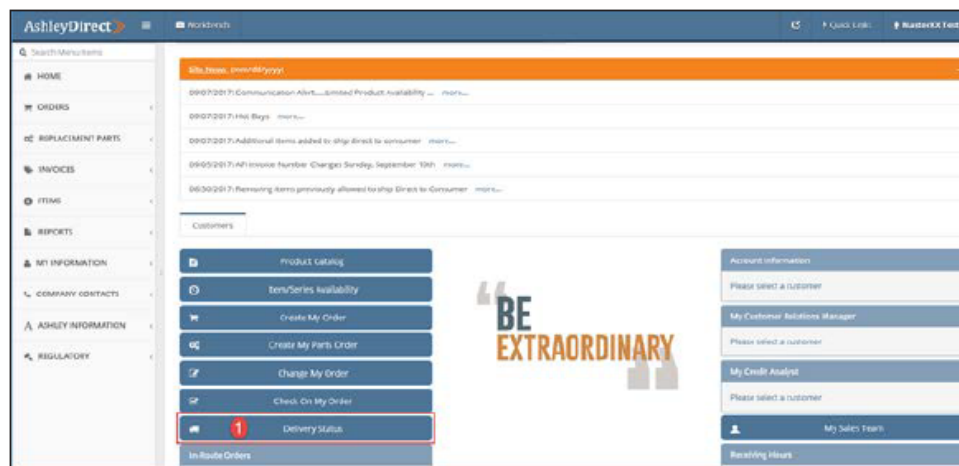
P.O. Number: 17091113553820		Request Date: 09/11/2017 (mm/dd/yyyy)											
Order Type: <input type="radio"/> Ship Complete Series Groups <input checked="" type="radio"/> Ship Complete Order <input type="radio"/> Ship Items As Available		Express Shipping Information *Denotes Required Field											
Shipping Type: <input type="radio"/> Delivery <input type="radio"/> Full Truckload Pickup <input checked="" type="radio"/> Ashley Express <input type="radio"/> Less Than Full Truckload Pickup/Com. Carrier		*First Name: <input type="text"/> Country: United States *Last Name: <input type="text"/> Email: <input type="text"/> *Street Address: <input type="text"/> Phone 1: <input type="text"/> More... Address: <input type="text"/> PO Box/Apt # <input type="text"/> PO Box, Apt, etc. *City: <input type="text"/> *State: Select One... *Zip Code: <input type="text"/>											
Warehouse: <input checked="" type="radio"/> Ashley Furniture <input type="radio"/> Vendor Order Comments: <input type="text"/>		View Return Address Reset Address											
Instructions: *Alt P to print 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! *** Price does NOT include Freight or Handling Fee!													
Customer Program		Default Item Comment:											
X	Qty	Item #	Description	Series	Color	UOM	Qty Per Box	Status (mm/dd/yyyy)	Cubes (ft³)	UOM Price (USD)	Disc. (USD)	Est. Price (USD)	Item Comment
<input type="checkbox"/>	0		Item Not Priced						0	0	0	0	
<input type="checkbox"/>	0		Item Not Priced						0	0	0	0	
<input type="checkbox"/>	0		Item Not Priced						0	0	0	0	
<input type="checkbox"/>	0		Item Not Priced						0	0	0	0	
<input type="checkbox"/>	0		Item Not Priced						0	0	0	0	

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.



2

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

Delivery Status

Search Criteria
Start Date: 06/23/2017 Type: Post Route
Item#: _____ PO#: _____ Order#: _____ Submit Cancel

Whse	Trip #	Trip Type	Pcs/Cs	Carrier	Driver	Status	Projected Delivery / Pickup
1	1	U	5/5	Broker	Fedex	Picked up	6/23/2017
1	1	U	1/1	Broker	Fedex	Picked up	6/23/2017
1	1	U	1/1	Broker	Fedex	Picked up	6/23/2017
1	1	U	3/3	Broker	Fedex	Picked up	6/24/2017
1	1	F	79/79	Ashley Authorized Carrier	HAZOP LINES, INC.	Delivered	6/25/2017
1	1	U	1/1	Broker	Fedex	Picked up	6/25/2017

Handwritten note: Trip Numbers Appear here

3

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 #.

Delivery Contents

Trip # Scheduled To Ship From The Warehouse
Customer Reference Manager - MELBOY BEHRINGER

Projected Delivery Date: 5/13/2017
Delivery Status

Check CARS Compliance
Click number wording - Click Export to Excel

Commercial Invoice Packing Slip Contents of Shipments (Select)

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 (\$/50)	Ext Price (USD)
08152017-1	C387311	735669	A170083F	PILLOW Consumer Name: MEL BEHRINGER Tracking #: 1Z176390312761485	1/1	1/1	2	1	0.37	0.01	12.00	12.00
			L318933	METAL TABLE LAMP (CHIN) Consumer Name: MEL BEHRINGER Tracking #: 1Z176390312761485	1/1	1/1	18	8	3.33	0.10	60.00	60.00
			Q256043Q	QUEEN QUILT SET Consumer Name: MEL BEHRINGER Tracking #: 1Z176390312761485	1/1	1/1	10	5	1.76	0.05	40.99	40.99
			Q256043Q	QUEEN DUVET COVER SET Consumer Name: MEL BEHRINGER Tracking #: 1Z176390312761485	1/1	1/1	8	2	0.35	0.01	99.99	99.99

Special Charges		
Reference	Description	Amount
Invoice # 735669	HFE HANDLING FEE	4.34
Invoice # 735669	ADK ASHLEY EXPRESS CHARGE	11.56

Total Loaded Pieces / Cartons This Ship: 4 / 4 Total Due: 116.49

4

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

UPS Tracking Results			
Service	Pick Up Date	Scheduled Delivery Date	Tracking Number
UPS GROUND			1Z176390312761485
City, State	Received By	Date/Time	Status
CHICAGO, IL		6/20/2016 10:08:00 AM	Delivered
UPS Terms of Use statement			

5

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

QUICK START

Tracking
Shipping
Services
Customer Service

1Z176390312761485
Updated: 06/13/2016 11:07 AM Eastern Time

Delivered On: Monday, 06/20/2016 at 10:08 AM
Let At: Front Door
Proof of Delivery: [Signature]
What time will your package be delivered to your home? Get FREE estimated delivery windows on most UPS packages.
[I am already a UPS My Choice® member](#)

Continue

Need more information?
Get Help

Shipping Information
To: CHICAGO, IL, US
Service
UPS GROUND

Shipment Progress
What's This?

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 shipping orders with Option 2.

1

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

The screenshot shows the AshleyDirect web application interface. On the left sidebar, the 'Delivery Status' option is highlighted with a red box and a red circle containing the number 1. The main content area displays a list of recent messages and a central panel with various options like 'Product Search', 'Item/Serial Availability', 'Create My Order', etc. The 'Delivery Status' option is at the bottom of this central panel.

2

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

The screenshot shows the 'Delivery Status' screen. It includes a search criteria section with 'Start Date' set to 08/23/2017 and 'Type' set to 'First Route'. Below this is a table of shipments. A red arrow points to the 'Driver' column, specifically to the 'Fedex' entry in the first row. A red box highlights the 'Fedex' entry. A red circle with the number 2 is also present next to the arrow.

Whse	Trip #	Trip Type	Pct/Ctns	Carrier	Driver	Status	Projected Delivery / Pickup
1	1	U	2 / 2	Broker	Fedex	Picked Up	8/23/2017
1	1	U	1 / 1	Broker	Fedex	Picked Up	8/23/2017
1	1	U	1 / 1	Broker	Fedex	Picked Up	8/23/2017
1	1	U	2 / 2	Broker	Fedex	Picked Up	8/24/2017
1	1	F	79 / 79	Ashley Authorized Carrier	Huylar Lines, Inc.	Delivered	8/25/2017
1	1	U	1 / 1	Broker	Fedex	Picked Up	8/25/2017
1	1	U	1 / 1	Broker	Fedex	Picked Up	8/27/2017
1	1	U	1 / 1	Broker	Fedex	Picked Up	8/27/2017
1	1	U	1 / 1	Broker	Fedex	Picked Up	8/27/2017

3

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

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

Express Shipments				Close [X]
Tracking Number	Carrier	Consumer Name	Item Number	
1ZE176390312761485	UPS	MEL BEHRINGER	A1000683P	
1ZE176390312761485	UPS	MEL BEHRINGER	L318924	
1ZE176390312761485	UPS	MEL BEHRINGER	Q256043Q	
1ZE176390312761485	UPS	MEL BEHRINGER	Q765003Q	

4

THIS WILL POP-UP THE TRACKING RESULTS PAGE.

ON THIS PAGE YOU CAN AGAIN CLICK ON THE BLUE TRACKING NUMBER.

UPS Tracking Results			
Service	Pick Up Date	Scheduled Delivery Date	Tracking Number
UPS GROUND			1ZE176390312761485
City, State	Received By	Date/Time	Status
CHICAGO, IL		06/20/2016 10:08:00 AM	Delivered
UPS Terms of Use statement			

5

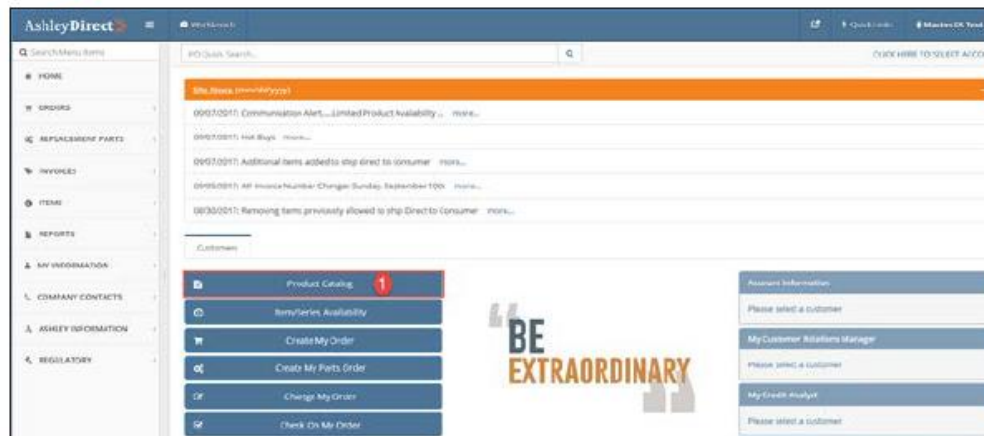
THIS WILL TAKE YOU FROM ASHLEY DIRECT TO THE FEDEX OR UPS WEBSITE WHERE THERE WILL BE ADDITIONAL TRACKING INFORMATION.

The screenshot shows the UPS tracking interface. At the top, there's a navigation bar with 'ups', 'QUICK START', 'Tracking', 'Shipping', and 'Services'. The tracking number '1ZE176390312761485' is prominently displayed. Below it, a green box indicates the package is 'Delivered'. The delivery details state: 'Delivered On: Monday, 06/20/2016 at 10:08 AM'. A 'Continue' button is visible. To the right, there's a 'Need more information? Get Help' link. The shipping information section shows 'To: CHICAGO, IL, US' and 'Service: UPS GROUND'.

DOWNLOADING THE EXPRESS SHIPPING SPREADSHEET ON ASHLEY DIRECT

1

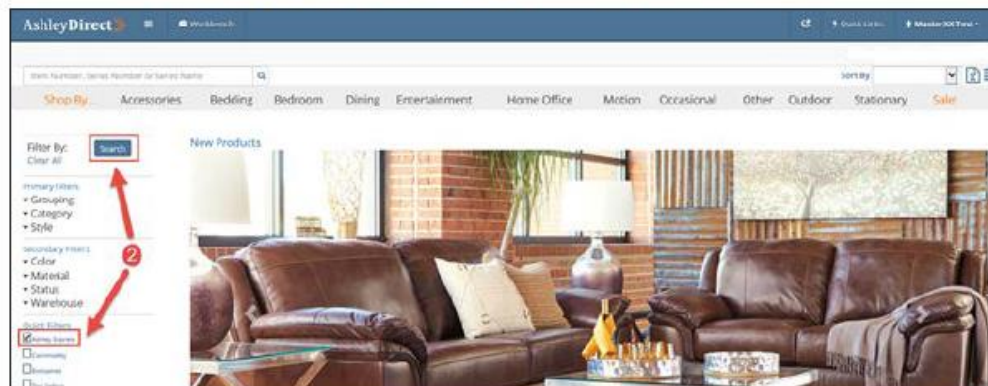
LOG INTO ASHLEY DIRECT AND SELECT YOUR ACCOUNT/SHIP-TO SETUP FOR ASHLEY EXPRESS. CLICK ON PRODUCT CATALOG.



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.

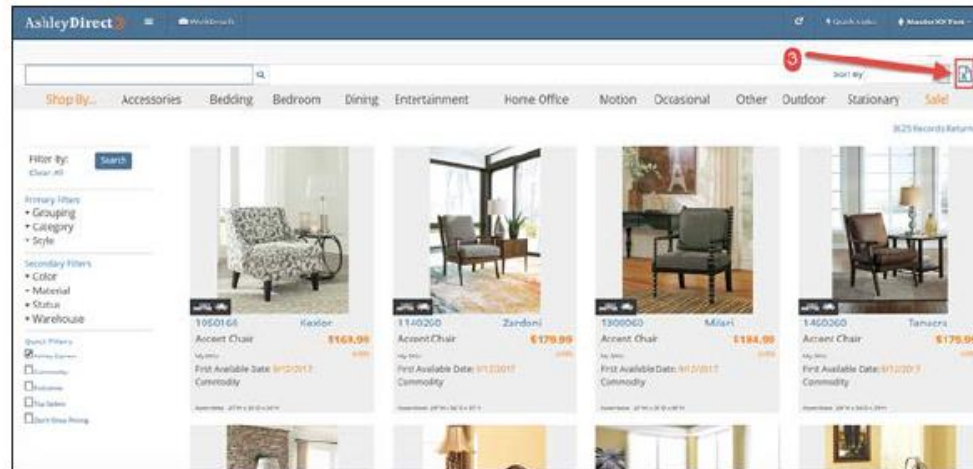
- A message will pop stating 'This is a potentially long running search, would you like to continue?'. Click OK to this prompt. – It takes a few minutes for the search to load. Please be patient.



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.

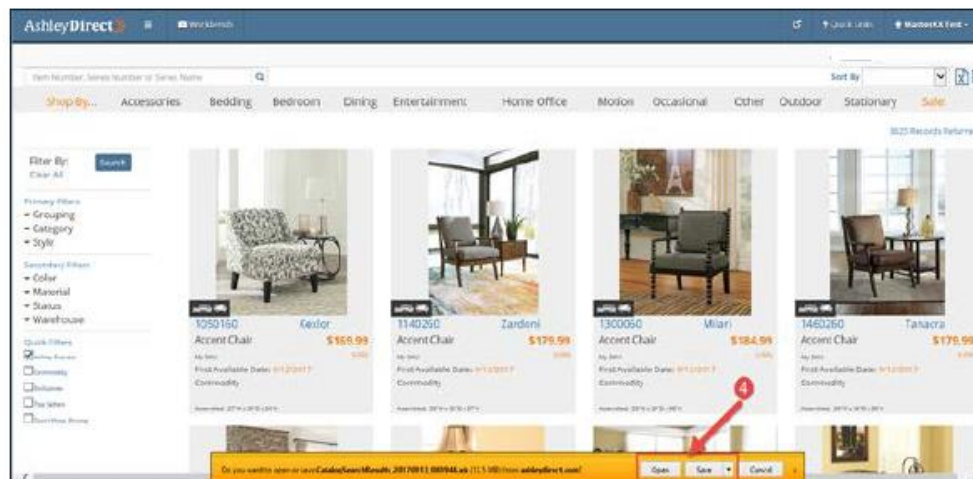
- It may take a couple minutes to complete the export to excel. Please don't try clicking again, just wait.



4

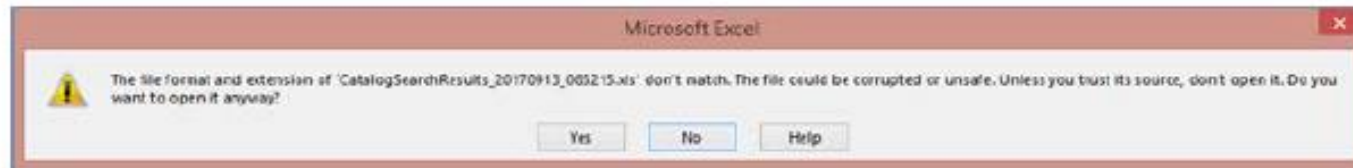
YOU CAN CHOOSE TO EITHER OPEN OR SAVE THE EXCEL FILE

- 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.



5

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



6

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

Item Number	UPC	Description	Series Name	Color	UOM	Qty Per Box	Division	Grouping	Weight Lbs	Weight Kgs	Discontinued	Item Dimensions (inches)	Rf
24052409277	24052409277	Accent Chair	Amber	Gray	EA	1	Stationary	Stationary Upholstery	49.000	22.230	N	21.88"W x 20.00"D x 35.71"H	695.45mm W
24052409277	24052409277	Accent Chair	Amber	Charcoal	EA	1	Stationary	Stationary Upholstery	49.000	22.230	N	21.88"W x 20.00"D x 35.71"H	700.40mm W
24052409277	24052409277	Accent Chair	Amber	Urban	EA	1	Signature Stationary	Stationary Upholstery	44.000	19.958	N	20.58"W x 18.75"D x 35.81"H	725.85mm W
24052409277	24052409277	Accent Chair	Amber	Tweed	EA	1	Signature Stationary	Stationary Upholstery	45.000	20.410	N	20.75"W x 14.37"D x 39.00"H	750.25mm W
24052409277	24052409277	Accent Chair	Amber	Quartz	EA	1	Signature Stationary	Chairs	45.000	20.412	N	20.00"W x 19.50"D x 38.21"H	711.20mm W
24052409277	24052409277	Overwood Accent Chair	North Shore	Dark Brown	EA	1	Stationary	Stationary Leather	42.000	19.053	N	24.90"W x 12.00"D x 33.00"H	721.90mm W
24052409277	24052409277	Overwood Accent Ottoman	Chamberly	Buttercup	EA	1	Signature Stationary	Stationary Upholstery	39.000	17.690	N	31.50"W x 15.50"D x 17.00"H	801.70mm W
24052409277	24052409277	High leg Recliner	Nashville	Prisley	EA	1	Signature Motion	Recliners	87.000	39.440	N	36.00"W x 36.00"D x 41.00"H	781.00mm W
24052409277	24052409277	Overwood Accent Ottoman	Amber	Quartz	EA	1	Signature Accessory	Accessories	24.000	10.890	N	47.00"W x 18.75"D x 7.21"H	1239.80mm W
24052409277	24052409277	Overwood Accent Ottoman	Amber	Charcoal	EA	1	Signature Accessory	Accessories	24.000	10.890	N	49.20"W x 17.00"D x 7.21"H	1231.20mm W
24052409277	24052409277	Overwood Accent Ottoman	Amber	Chocolate	EA	1	Signature Accessory	Accessories	24.000	10.890	N	47.00"W x 17.00"D x 7.21"H	1235.80mm W
24052409277	24052409277	Overwood Accent Ottoman	Amber	Seafair	EA	1	Signature Stationary	Stationary Upholstery	34.240	15.561	N	49.50"W x 18.75"D x 8.71"H	1211.90mm W
24052409277	24052409277	Overwood Accent Ottoman	Amber	Gray	EA	1	Stationary	Stationary	45.000	19.500	N	30.00"W x 19.00"D x 30.00"H	990.80mm W
24052409277	24052409277	Accent Chair	Amber	Teak	EA	1	Stationary	Chairs	45.000	19.957	N	20.25"W x 15.00"D x 35.50"H	711.55mm W
24052409277	24052409277	Accent Chair	Amber	Amber	EA	1	Signature Stationary	Stationary Upholstery	45.000	19.500	N	24.24"W x 18.40"D x 38.40"H	731.60mm W
24052409277	24052409277	Overwood Accent Ottoman	Amber	Urban	EA	1	Stationary	Stationary Upholstery	45.000	19.500	N	48.75"W x 19.25"D x 38.71"H	1238.25mm W
24052409277	24052409277	Accent Chair	Amber	Khalil	EA	1	Signature Accessory	Chairs	48.000	21.770	N	30.00"W x 18.50"D x 32.50"H	781.00mm W
24052409277	24052409277	Accent Chair	Amber	Demetri	EA	1	Signature Accessory	Chairs	48.000	21.770	N	30.00"W x 18.50"D x 32.50"H	781.00mm W
24052409277	24052409277	Accent Chair	Amber	Charcoal	EA	1	Signature Accessory	Chairs	42.000	18.600	N	30.18"W x 18.40"D x 31.40"H	780.80mm W
24052409277	24052409277	Accent Chair	Amber	Gray	EA	1	Signature Accessory	Chairs	50.000	22.680	N	26.00"W x 11.75"D x 35.81"H	711.20mm W
24052409277	24052409277	Accent Chair	Amber	Cream	EA	1	Signature Accessory	Chairs	49.000	22.230	N	26.00"W x 11.75"D x 35.81"H	711.20mm W
24052409277	24052409277	Accent Chair	Amber	Orange	EA	1	Signature Accessory	Chairs	48.000	21.770	N	26.00"W x 11.75"D x 35.81"H	711.20mm W
24052409277	24052409277	Accent Chair	Amber	Blue	EA	1	Signature Accessory	Chairs	50.000	22.680	N	26.00"W x 11.75"D x 35.81"H	711.20mm W
24052409277	24052409277	Accent Chair	Amber	Pig	EA	1	Stationary	Stationary Upholstery	40.000	18.140	N	28.13"W x 18.50"D x 38.11"H	724.50mm W
24052409277	24052409277	Accent Chair	Amber	Cream	EA	1	Signature Stationary	Stationary Upholstery	59.500	27.000	N	30.00"W x 14.00"D x 41.00"H	781.00mm W
24052409277	24052409277	Accent Ottoman (2/0)	Amber	Brick	EA	1	Stationary	Stationary Upholstery	39.000	17.690	N	20.50"W x 10.75"D x 18.71"H	520.70mm W
24052409277	24052409277	Accent Chair	Amber	Teak	EA	1	Signature Accessory	Chairs	18.000	8.160	N	43.25"W x 17.25"D x 32.50"H	890.20mm W
24052409277	24052409277	Accent Chair	Amber	Blue	EA	1	Signature Accessory	Chairs	18.000	8.160	N	31.00"W x 18.00"D x 32.50"H	884.20mm W
24052409277	24052409277	Accent Chair	Amber	Denim	EA	1	Signature Accessory	Chairs	18.000	8.160	N	21.00"W x 18.00"D x 32.50"H	584.20mm W



Attn: Ashley Dealer
Regarding: Ashley Express Claims Process
Requires immediate attention

Claims Process Update

1. When initiating a claim with either FedEx or UPS, the attached template needs to be sent along with any supporting invoices, tracking information and consumer information that are requested by your Carrier.
2. By handling claims in this manner, this will give you complete access to tracking and updating of your claims as well as direct reimbursement from your carrier on approved claims.
3. The following information must be changed for each claim as processed:
 - a. Attached template to be updated with each claim submitted, specific to FedEx or UPS
 - b. DATE – must be date of claim process
 - c. SHIPPING ACCOUNT NUMBER - must be correct shipping account number as follows:
 - i. UPS ASHLEY DC locations
 1. E17639 Arcadia
 2. E178R7 Advance
 3. E17788 Colton
 4. E17685 Ecru
 5. E17677 Leesport
 6. 9X4480 Mesquite

ii. FedEx ASHLEY DC locations

1. 152243774 Arcadia
2. 498400043 Advance
3. 226668616 Colton
4. 135715069 Ecru
5. 445795704 Leesport
6. 746105681 Mesquite

d. BILL TO ACCOUNT NUMBER - your default acct number with your carrier

4. Following this claims process will eliminate the need for you to file credit requests to Ashley Furniture Industries, Inc. for product shipped via the Ashley Express program.
5. Any questions regarding this process please contact your carrier directly.

Regards

Ashley Furniture Ind., Inc



Ashley Furniture Industries, Inc.
One Ashley Way
Arcadia, WI 54612
800-477-2222

(DATE)
(Tracking Number)

To: UPS Claims Department OR FedEx Claims Department

Subject: Third Party Claim Payments

Shipping Account Number: *Ashley DC location Account Number*

Billed To Account Number: *Your Account Number with carrier*

I hereby authorize (Name of your business), account (Your Account Number with carrier), to pursue claims for shipments processed by Ashley Furniture Industries, Inc., account# (Ashley DC location Account Number).

Thank you,

|

Erin Boland

Director of Customer Service

****This is the Authorization Form
the account needs to be sent to
the carrier for EACH claim filed.**

****Ashley is currently not
responsible for filing these
claims**