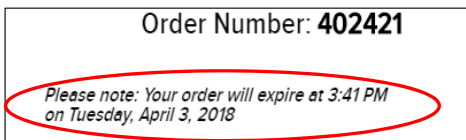


Deadlines and Timelines for Agencies



Submitted order quantities will be held for you in the system for TWO HOURS.

A message like this appears on the Review Order page:



Orders are not finalized until you have confirmed, with payment.

If you do not complete your order, the system will release the quantities and make them available to all users again at the specified time.

AGENCY ORDER DAYS

You can enter quantities into your cart any time and they will be automatically saved, but you may only place (**SUBMIT**) your order for your designated delivery day.

**Note the site is scheduled for maintenance on Sundays between 8am – noon. Do not order during this time.*

AGENCY ORDER CUT OFF

Agency store orders must be complete by 11:00 am. This is unchanged from current timelines.

Order placed after 11:00 am are at risk of not being processed and you may not receive your order as scheduled.

AGENCY DELIVERY DAYS

You must select your delivery date before you submit the order to confirm quantities.

You cannot request delivery on a day that is not already scheduled for your premises.

Supplemental or Additional Orders

If you are looking to place a supplemental order (Agency Store Manager approved), or require an additional order outside of your regular schedule (Agency Store Manager approved) please contact the Service Excellence Team.