

Frequently asked Questions regarding ship dates we publish (FAQ's)

Q. Are estimated dates real ship dates?

a. No, they are only an estimate of date, similar to using manufacturers canned lead times and applying those lead times to the date the order is released. However, the estimated dates are based on recent historical data rather than something published by the manufacturer years ago and never updated.

Q. When can I get scheduled dates on my order?

a. Depending on the manufacturer, actual scheduled dates can take anywhere from a couple of hours to a couple of weeks.

Q. What process is used by MH Lighting and Controls to get ship dates for orders?

a. For a large percentage of the volume of orders we process, we are linked live with the manufacturers systems. When an order is dated within the manufacturers system, our order is updated in our system automatically, and the web site is updated at the same time. For other manufacturers, we receive information from their web sites, email confirmations etc.

Q. How do you keep track of which orders do and don't have ship dates

a. Our internal system creates a daily list of all orders for all manufacturers that are older than 48 hours, and do not have a scheduled ship date. Our dedicated staff of shipment editors follow up with each and every manufacturer on a daily basis until a scheduled ship date is provided. Once the date is received, it is input into our system and the web site is updated immediately and automatically.

Q. How long does it take to provide an actual ship date on my order?

a. An actual ship date is provided by the manufacturer, along with the tracking information, and a ship from location. This information is generally available within 24 hours after the scheduled date. Our internal systems provide a daily list of all orders that have a scheduled ship date of yesterday or before, that do not have the carrier tracking information and ship from location. Our dedicated team of shipment editors use this list to assist them in following up with all manufacturers until the information is received. It is then input into our system, and immediately published on our web site.



Frequently asked Questions regarding ship dates we publish (FAQ's), continued...

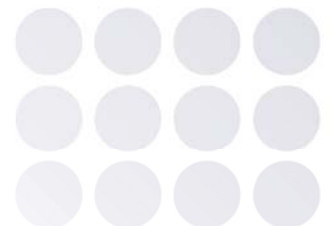
Q. What happens when a manufacturer dates an order beyond the estimated ship date that you have provided?

a. As shipping information is input, the dates are compared to what we have previously published whether the previous date is an estimated date or a previously published scheduled date. If the new date exceeds the previously published date, the CSR handling that particular order is notified immediately. They will then initiate contact with the customer advising them of the new date that is exceeding the currently published date. Generally if the new date is within one or two days of the previously published date the new date is accepted and published to the web site.

Q. How do I know when a new date has been applied to one of my orders?

a. The web site currently has a section called "Last Change". When customers log in, and click on the "Last Change" menu item, a list of all orders that have a line item that has changed since the last time the customer logged in is produced. By clicking on each of these orders, each of the lines items that have changed since the last login is clearly indicated by the entire row of information being highlighted in light blue or light beige vs. the standard line separator colors of grey and white. When the customer hovers their mouse over the highlighted line ship date, a pop up balloon will show what the previous information was, and what the current information is.

a. Also, we are now working on a beta test of proactively sending an email to the customer advising them of changes on any line item on any order. Check back soon, to see if this option is available.



Frequently asked Questions regarding ship dates we publish (FAQ's), continued...

Q. What do the different ship date codes on your web site mean?

a. A line item on an order goes through three stages. The first stage uses estimated dates as described in our white paper on estimated dates. That line item will have a date and a code of "EST" in the ship code column. The second stage is when the manufacturer has provided a factory scheduled date, and it will have a date code of "SCH" in the ship code column. The third stage is when the manufacturer has advised that the item has shipped, and they have provided the ship from location, carrier, and tracking information. The item will then have a date code of "ACT" in the ship code column.

All information produced by our system shows the following reminders of these date codes on all of the output formats, and at the bottom of every page that is viewed on the web site.

Shipping Codes

As a service to you, the following shipping codes are defined:

- EST** Estimated ship date - Date provided by the agency as an estimate as to when the product might ship. This information will be updated after the manufacturer confirms the order and provides the agency with a scheduled ship date.
- SCHED** Scheduled ship date - Date provided by the manufacturer as to when the product might ship.
- ACT** Actual ship date - The product has actually shipped. Normally, a carrier and PRO (or tracking) number is provided

Q. What if I can not find my order on MHOSIS

a. Please contact your MH Lighting and Controls CSR to determine the status of your purchase order.

