

Intercounty Appliance Shipping Policies & Helpful Information

Delivery Minimum: We ask that all dealers schedule at least 15 major pieces (refrigeration, laundry, ranges...) for each delivery. It is always good practice to have these 15 pieces scheduled the night before your delivery cut off time.

Cut-Off times for adding pieces: Dealers can add to their delivery up until the cut-off time (see below). After cut-off time, any requests to add are not guaranteed. Please call the member services department at 631-543-6900 (option 3) for approval. Do not date your order until you have received this approval.

- If no dash in your truck code (ie: SIGN, GNR, HWP, MIKET, ITC...) cut off is generally 6pm the night before delivery.
- **NY Trailers Cut Off Times:**
 - UW- Trailers: 9:30am
 - PS- PD- & AB- Trailers: 10:00am
 - BE- Trailers: 11:00am
 - TL- Trailers: 11:00am
 - MT- & SB- Trailers: 12:30pm
 - TS- Trailer: 12:30pm
 - OH- Trailers: 2:00pm
- **NJ Trailers Cut Off Times:**
 - HL-, PT-, WV, NC-, WV-, SH- & LHB Trailers: 11am
 - PL- Trailer: 12:30pm
 - KIFNJ: 1pm
 - NJ- Trailers: majority of orders by 2pm with option to contact member services to add up until 4pm
 - OH- Trailers: 2pm
 - BLDNJ: 6pm

Orders currently in pick:

- Once an order goes into pick the system does not allow for cancellation. This is regardless of your delivery cut-off time. Please keep this in mind when scheduling your orders.
- No changes are permitted to an order once in pick. You cannot re-date, change quantity or change truck code.
- When orders are being prepared for shipment, they will not show allocated to your order. They move to picking status. Rest assured if the disposition column does NOT say "B" your order is in pick and preparing to ship (not backordered).

Over Capacity/Load Last:

If you have concerns about your truck being over capacity, please email memberservices@intercountyappliance.com a list of pieces to be loaded last in the event everything does not fit.

Holiday Schedule:

Holiday schedules will be posted to the Intercounty website, and a note will be posted on the Ordering Portal homepage once it is available.

Under Ships/Over Ships:

In the event an item is missing from your delivery, or you receive an extra unit, please contact memberservices@intercountyappliance.com. Our Inventory Control Team will investigate. Kindly allow at least 24 hours for a response.

- Under Ships: Please provide the model# and order# in your email and be sure to indicate any shortages on your BOL (both signature and date next to the item).
- Over Ships: Please include the model # and serial # in your email to Member Services.

Customer Pick up Hours:

Dealers can schedule same day pick-ups for customers by using truck code CUST. The customer will need to have the IAC order # available when they arrive at the warehouse. Without this number, they will not be able to get past security.

- NY Warehouse: Monday-Friday 8am-4pm, Saturday 6-10am
- NJ Warehouse: Monday-Friday from 7am-3pm

Requests for additional truck:

Any requests for additional trucks should be submitted to memberservices@intercountyappliance.com. Please provide the date of delivery and order #'s to be scheduled with your request. Requests should be submitted at least 3 business days prior to the requested delivery date. The carriers also require 3 days business days to cancel a truck.

UPS Shipping- *Only available from the Medford, NY warehouse:*

- Only parcel packages qualify for UPS Shipping- Small accessories, filters, trim kits, ice makers (accessories not the ice maker appliance).
- UPS picks up from the NY warehouse on Thursday's ONLY- orders must be dated for delivery by 2pm the day prior and truck code set to UPS.
- Costs can be calculated on the UPS website prior to the shipment being processed.
- Item must be 86lbs or less to qualify for UPS

Helpful Reports:

- [Dated Open orders Report](#): Use this report to view a complete list of all your dated open orders. You can set the parameters to any future date to see what you have scheduled for that day.

- [Delivery Manifest](#): This report allows you to see what came in on your truck based on the delivery date. Please note that if you run the report before the truck are finished being loaded you may get an incomplete manifest.

Delivery Manifest - P21

Delivery Date	Dealer Name	Dealer No	Order No	Line No	Prepaid	Invoice No	Brand	Dealer PO	Qty	Model Number	Ship Via	Unit Price	Gross Line Ext	UPC	Serials
2/1/2023	NY - SHORE TV & APPLIANCE	10431	101696	1		3145231	KITCHENAID	D180 DAY FFP	3	KDPE204KBS	MT-SH	660.00	1,980.00	883049540610	FC0301145;FC0301150;FC0301173
2/1/2023	NY - BLESSER'S APPLIANCES	10392	168842	1		3146591	FRIGIDAIRE-V	197211/260269	1	FFCD0413UW	MIKET	280.00	280.00	012505115356	TH30186535

- [Invoiced Shipments](#): This report provides details of your invoicing that consolidates purchase price, EOM, Dollar Loan and Serial #'s.

Invoice Date	Invoice #	Dealer PO	Ship Via	Line #	Qty	Brand	Category	Subcategory	Model Number	Ext Gross	EOM Amount	Bonus EOM	Dollar Loan	Restock	First Serial Number	All Serials
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Note: Invoices will be sent to the accounting contact via email overnight.