Topic Based Networking
Delivery Strategies for Client Success
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Moderator
What delivery options does your agency take advantage of?

This session is intended to promote collaborative, interpersonal discussions regard delivery options that you use, some you don’t (and why), and some you may not be aware of. Plus changes in delivery options due to the pandemic.
**Delivery options**

- **Delivery to specific job location**
  - Benefits: Job Site labor efficiency, Just-in-time potential for limited storage/warehousing issues, planned purchasing decrease excess inventory
  - Cons: Delivery confirmation may be done without complete review of contents of delivery, often not-contactless, delays/incorrect orders directly impact job site efficiency, potential fees

- **Delivery to centralized receiving location**
  - Benefits: Labor efficiency, better ability to manage/verify in-take of deliveries, manage on-hand inventory better
  - Cons: Additional internal distribution may be time consuming, often not-contactless, delays/incorrect orders directly impact inventory levels, potential fees

- **Car and Van Delivery for smaller orders**
  - Benefits: Reduced cost for delivery, often same day, works for just-in-time models
  - Cons: Additional personnel involved in delivery, often not-contactless, delays/incorrect orders directly impact job completion, potential fees
Delivery options

• **Pick-up in Vendor location**
  • Benefits: Know exactly you are getting, Easier to chose alternate products, no inventory space needed, no delivery personnel at your location, no delivery charges
  • Cons: Personal not at job location, takes extra time, insufficient quantities determined late in the order process cycle, often not-contactless

• **Pick-up – Curbside/Locker**
  • Benefits: Limited vendor location visit time, Instant confirmation of order, no inventory space needed, contact-less, buyer not required to be present, no delivery charges
  • Cons: Still requires personnel to leave work, additional internal distribution may be time consuming, delays/incorrect orders directly impact inventory levels
Delivery options

• **Supplier Delivery Tracking tools**
  - Benefits: Allows customers to control inventory in real-time and automate ordering, cycle counts and replenishments
  - Cons: Due to entity IT security may not be accessible through firewalls, multiple software inventory management tools may cause tracking confusion

• **Vendor Inventory Management**
  - Benefits: Vendor manages product stocking at your warehouse location creating staffing efficiency, in many cases product not paid for until used, software options allow centralized control of inventory
  - Cons: Not completely contact-less, theft, warehouse availability may not be large enough for demand
DISCUSSION

What types of delivery options has your agency taken advantage of?
Which types of delivery do you prefer (pre-COVID versus COVID timeframe)?
Is there a delivery option you don’t use – and why?