

Dickies Occupational Wear - FAQs

Q. What is Dickies Workwear Delivered?

Dickies Workwear Delivered is an evolved product and service model focused on what's important to you and your customers: deep inventories of the products you need, delivered with improved order processing and regional distribution.

More specifically: the model is summarized by:

1. Core product collection
2. Improved Service Delivery
3. Customer-focused
4. Industry-leading product quality and innovation
5. The power of the Dickies brand

A. What is Dickies new Core product collection?

The Dickies Core Product Collection is comprised of 16 of our best selling industrial garments. The core collection includes existing color ways and size options. With the core, you can count on them to remain in stock and delivered on time. The core will be maintained with deeper inventory positions. With the Dickies Core Collection, you'll always have a reliable selection of workwear you can depend on.

Core items include:

211-2272	Premium Industrial Multi-Use Pocket Pant	Pant
211-2372	Premium Industrial Cargo Pant	Pant
C993	Industrial Regular Fit Jean	Pant - Jean
LP310	Premium Industrial Cotton Flat Front Pant	Pant
LP700	Premium Industrial Flat Front Comfort Waist Pant	Pant
LP812	Industrial Flat Front Pant	Pant
LP817	Industrial Flat Front Comfort Waist Pant	Pant
LP856	Premium Industrial Double Knee Pant	Pant
LU200	Industrial Carpenter Jean	Pant -Jean
LR303	11" Industrial Flat Front Short	Short
LR542	Premium 11" Industrial Cargo Short	Short
LL307	Long Sleeve Industrial Cotton Work Shirt	Shirt
LL535	Long Sleeve Industrial Work Shirt	Shirt
LS307	Short Sleeve Industrial Cotton Work Shirt	Shirt
LS535	Short Sleeve Industrial Work Shirt	Shirt
TJ15	Lined Eisenhower Jacket	Jacket

Q. What is Dickies Non-Core Collection?

A. The Non-Core items include all other products found in the full Dickies Catalog. All non-core items will continue to be stocked in our Fort Worth, TX Distribution Center.

Q. How has Dickies service improved?

A. Your industry requires a workwear service model focused on your unique needs and the needs of your customers. To show our commitment, Dickies has added two new distribution centers to our service network:

Dickies distribution network now includes:

- Ontario, CA (NEW)
- Atlanta, GA (NEW)
- Fort Worth, TX

Please note that our Core Product Collection will be housed with deep inventories in our three DCs. Our Non-Core items, which include all other Occupational Garments and our Full Dickies Catalog, will be warehoused and shipped from our Fort Worth, TX distribution center.

Q. What is Dickies Express Service?

A. Dickies Express Service is same day shipping on Core item orders that are received by 10:00 am CST, and next day for Core items received after 10:00 am CST.

Q. What is Dickies Business Service?

A. Dickies Business Service is all non-core (Dickies full catalog) shipping within 48 hours of order receipt.

Q. Will I see an improvement with our service levels?

A. Yes. Dickies is pleased to offer clearly defined service and order fulfillment levels.

The additional distribution centers will allow us to respond more quickly on our Core products. In fact, we can now deliver same-day shipping on any Core merchandise order received before 10:00am CST,

and 24-48 hour shipping on all Non-Core Dickies products. The improved service level for our Core product applies to all three DCs: Fort Worth TX, Ontario CA, & Atlanta, GA.

Service Levels:

Core Products: (stocked in all three DCs)

- Same Day Shipping: Orders received before 10:00am CST
- 24 Hrs Shipping: Orders received after 10:00am CST.

Non Core: (stocked in Ft. Worth only)

- 48 Hrs or less Shipping

Delivery times vary based upon geographical location and carrier. See standard shipping maps for specific details.

Q. What are the eligibility requirements?

A. While all Dickies Occupational customers will benefit from our service and order fulfillment improvements, only those accounts classified as Industrial Laundries or Uniform Dealers will be eligible for Express Service at this time.

Only accounts in good standing and on payment terms with Williamson-Dickie Credit Department are eligible.

Credit card only accounts using our B2B site to place orders are eligible. Credit card only accounts that fax or call in orders are not eligible for same day shipping due to credit card verification and processing times.

Q. Is there an order cut-off time to receive same day service?

A. Yes. Core item orders that are received by 10:00am CST Monday – Friday are eligible for same day processing and shipping. Orders that are received after 10:00am CST Monday - Friday will ship the next business day after order entry. Dickies service level expectation is to maintain 98% on-time performance for eligible customers on core items when orders meet the eligibility requirements.

Orders for ALL Occupational customers (Industrial Laundries, Uniform Dealers, ASI, etc) for ALL non-core Dickies product will ship within 48 hours of order receipt. Dickies service level expectation for this category is to maintain 90% on-time performance for eligible customers and non-core items when orders meet the eligibility requirements.

Q. Why the product and service change?

A. Dickies is committed to providing you with the product and service quality required to meet the demands of your customers. Our goal is to make our customers look good in the eyes of their customers. You provided honest feedback, and we took action to better service your needs.

Q. Is there a published service level agreement (SLA) guarantee if the order does not ship within the newly established service model?

A. We do not have a published or written SLA guarantee. However, we are committed to providing you with the stated service levels and will be held accountable by you, our customer, to consistent deliver to our service levels. Our performance will be monitored daily.

Q. How do I place my order?

A. Orders may be placed on www.dickiesb2b.com. Simply select your shipping location to begin your order. If you do not have access to Dickies B2B website, go to register for Online Access. Orders may also be phoned or faxed in to our customer service team, entered on our B2B site or transmitted via EDI. Please know that Dickies is not responsible for delays in order transmissions related to EDI, B2B or fax.

Q. How do drop ships work with the new service model?

A. New drop ships set up using the Dickies B2B Address Override functionality will ship from the DC location nearest the ship-to state. Once overridden, the new drop ship location can be set up permanently provided the customer sends in the appropriate information via B2B or through Customer Service. For example, you enter a new drop ship location on our B2B site that is located in San Francisco, CA. Any core product included in the order would ship from our Ontario, CA DC. This order would receive Express Service, or same day shipping, if order requirements are met.

If the new drop ship request is submitted via email or fax for permanent drop-ship set-up in our system, then they will not be immediately eligible for the new service model because the manual drop ship set up takes 24 hours to process. Once the order is entered into our system it will process quickly, but will not be next day or 48 hours. Once the new drop ship has been manually set up in our systems, the new location will receive Express Service on the next order. The new drop ship location will be assigned to the closest DC.

Q. How is my DC location determined?

A. Each customer ship-to location will be assigned a Dickies DC shipping location for Express Service (default DC) based on geographical location and standard transit time. For example, if you or your customer is located in Florida, then Dickies Core items will ship from our Atlanta DC.

Q. What is the difference between Dickies Core and Non-Core products?

A. Core product is defined as 16 items from our Occupational garment line. The Core items include all color ways and standard size ranges.

Non-Core product is defined as all other Occupational garments, plus our full Dickies catalog. Our product offering has not changed.

Q. Do I need to order Core and Non-Core product separately?

A. No. Separating your orders into “Core” and “All other” is not required. You can order any product on a single order, just as you do today. Our systems will recognize the Core items, which will be shipped the same day from the assigned DC. The Non Core items will ship from our Ft. Worth DC.

Q. Will I receive multiple shipments if I combine multiple product categories on a single order? Meaning, an order is placed for Core and Non-Core item. How is this handled?

A. Yes. The customer will receive multiple shipments. Core items will ship immediately from the closest DC and the non-core items will ship from Ft Worth location within 48 hours.

Q. Will I receive a separate invoice?

A. Yes.

Q. Will my overall shipping costs increase due to the potential split order?

A. Our freight cost analysis indicates that even with split shipments, you should not see an increase in overall freight costs, in most cases. With our new extended distribution network many of our customers will see a reduction in total freight costs.

Q. How is shipping handled with the new product and service program?

A. The default freight arrangements for Express Service will be that Williamson-Dickie controls the freight either through Pre-Paid Freight Included or Pre-Paid and Add. With both of these freight arrangements Dickies will select the freight carriers and is responsible for transit performance of those carriers to meet Express Service commitments.

For simplicity and ease of doing business with Dickies we offer freight included pricing or pricing with freight pre-paid by Dickies and added to your invoice. Either way, you only have one vendor to work with instead of an apparel vendor and a network of freight carriers. Speak with your account representative about the advantages of either program.

Q. Can I choose to use my own carriers and my freight accounts?

A. Yes. You must provide standard routing instructions for all weights of shipments to remain on file with Dickies or provide routing instructions at time of order entry. Orders submitted with a “call for routing” instructions or any form of telephone, web-based, or other type of routing requirement will not be eligible for Dickies Express Service.

Please note that Dickies will not be responsible for transit performance of the customer’s carrier from Dickies DC to the customer location.

Q. Can I have my order ship complete from Ft. Worth, instead of the DC closest to my location?

A. Yes. Simply call Customer Service to override your order to ship complete from our Ft. Worth DC. Your default DC will remain unchanged.

Q. Can I cancel or change my order after 10:00am CST?

A. No. Due to our new order fulfillment commitment, each order will be considered firm at the time of placement. Additions to a previously placed order will be entered as a new order and will be invoiced

and shipped separately. You can, however, request a Return Authorization. Standard freight and restocking charges will apply.

Q. Will I have visibility on the Dickies B2B site to see core inventory positions at the other DCs?

A. At this time, you will see stock indicators of the Core inventory positions at your default DC. Future plans include a B2B enhancement to show available inventory at all DC locations.

Q. What if my default DC shows out of stock positions?

A. Simply call our Customer Service team to see if stock is available at the other DCs. You will have the option to fill your order from another DC.

Q. Which garment services are included with Express Service?

A. Hemming. Emblems – customer provided (heat seal only). Express Service for Emblem orders requires customer to stock emblems at Dickies DC locations.

Additional Value Added Services will be offered in the future.

Q. What is the charge for hemming?

A. As of August 1, 2011, hemming will be offered free of charge for all catalog size orders. This will apply regardless of shipping location. Hemming charges will apply for non-catalog lengths.

Q. Is there a minimum order size or minimum order charge?

A. No. Minimum order fees were eliminated starting in June 2011.

Q. Can I pick up my order at the remote DCs?

A. Yes (more detail to be added)

Q. Where do I ship a return?

A. Our returns process has not changed. Simply call Dickies Customer Service and request a Return Authorization Number. Customer Service will provide a return shipping address. All returns will be sent to our Fort Worth distribution center.

Q. How can I track my shipments?

A. Go to www.dickiesb2b.com to track your orders. It's fast and simple to use. Select Order Status and enter your PO#, Dickies Order # or Shipping Location. You can check the status of your order or even link to the freight carrier to locate your shipment.

Q. Who do I contact if I have additional questions?

A. You may contact our Customer Service team either via the telephone or email.

- Telephone: 800.336.7202.
- Email: customerserviceorders@dickies.com

Additionally, you can contact your Dickies Account Representative.