



Project Services

Gunlocke offers various services for all your large project order needs. Our team of skilled project coordinators and specialists assist throughout all phases of the project to provide a seamless order, delivery and installation experience.

Services include:

- Targeted order dating based on install need
- Management of delivery schedule
- Dedicated point-of-contact from order inception through installation

Effective October 24th, the project threshold is increasing from \$350,000 list to \$500,000 list allowing our team to enhance the customer experience on large projects.

Gunlocke®



Project Services

	Project \$1.5M+ List	Project \$500k+ List	2+ Trucks under \$500k List	Under two trucks & under \$500k List
Project Information Form (PIF) required	Yes	Yes	No	No
Dedicated Project Coordinator (PC) from order inception through install	Yes	Yes	No	No
Project Specialist (PS) assigned to pre-work opportunity prior to order placement	Yes	No	No	No
Pre-Project calls to help ease order management issues, assist with specials, mock ups, logistics questions, etc.	Yes	No	No	No
*Project Calls - Kick off, four & two weeks prior to shipment along with final shipment	Yes	Yes	No	No
*Pre-Project calls on orders \$1M-\$1.5M - 1 to 2 weeks prior to order placement	NA	Yes	No	No
Community Project Training	Yes	Yes	No, we can coordinate Community training with the correct members to help with self service tools	No, we can coordinate Community training with the correct members to help with self service tools
*Heightened risk management and communication on backorders and date pushes due to supply chain issues	Yes	Yes	No, these orders will flow through normal communication channels with the Customer Experience team.	No, these orders will flow through normal communication channels with the Customer Experience team.
How will my orders date?	Project coordinator will work with dealer/trade partner Project Manager (PM) for target dating based on delivery sequencing	Project coordinator will work with dealer/trade partner Project Manager (PM) for target dating based on delivery sequencing	Project team will work with dealer/trade partner to date order based on install timeline. Once dated any future support will be handled through the general customer experience team.	If more than a truckload, the order will be split for truckload and dated for best date available (BDA) or the request date on the order.
Should I pre-split my order based on Compass lead times?	No	No	Any order that does not meet the project threshold, we recommend splitting off constraints prior to order based off of the Compass quote to avoid receiving longer lead times on the entire order.	
Who will schedule my deliveries?	-Full truck to site - Project coordinator -Full truck to warehouse - Logistics team -Partial Trucks - Logistics Team	-Full truck to site - Project Coordinator -Full truck to warehouse - Logistics team -Partial Trucks - Logistics Team	Logistics team 7-10 days prior to shipment	Logistics team 7-10 days prior to shipment
Will I have a project sheet for my truckloads?	Yes	Yes	No, however your orders will be visible within the Community	No, however your orders will be visible within the Community

*New services effective October 24th

FAQ	
What qualifies for a Project?	One single branded PO, \$500,000 list and above or multiple PO's for a single brand for one install location totaling \$500,000 list or above. Orders must be marked managed upon order entry to avoid standard order progression
Will I need to fill out the Project Information Form (PIF) in the Community to have a project coordinator assigned to my project?	Yes
What if I do not wish to have a project coordinator and would prefer to manage the project internally on my own?	Please notify the project coordinator when they reach out that you do not wish to receive our services. We will proceed with splitting the order for truckload and dating for the request date. Any future requests or questions will be managed through the general customer support team.
When will my partial trucks ship?	On lane day
Can I dictate when my trucks will arrive?	Full trucks have more flexibility regarding delivery. Partial trucks must deliver within standard transit unless a non-standard is requested at an additional cost
When will I have an LTL (less than truckload) shipment? Example XPO Logisitics	When an order is shipping on lane and there are no other stops in the area, the order will ship via LTL
What are standard delivery hours?	Monday -Friday 6:00 AM-4:00 PM
What if I have special delivery requirements such as palletization or driver proof of citizenship?	Submit an enhanced service request via the Community