



# BIG SHIP

## **TIMING**

### **When will my Big Ship order arrive?**

You will be notified 2-3 weeks before your order is scheduled to arrive. For more details on each of your orders, you can always check your order history on [FBN.com](https://www.fbn.com). Orders will arrive within the designated delivery window for your agronomic region.

### **What if I can't take my Big Ship order on the scheduled day? Can I still access my 2% discount if I notify FBN? (Canada only)**

If you're unavailable on your scheduled Big Ship delivery date, you will not be eligible for the additional 2% discount on in-season orders. This discount is offered to achieve cost efficiency of truckload deliveries, and if we can't deliver on the planned date while delivering to your neighbors, we won't be able to extend the discount.

### **How can I get my delivery moved up if I need my product earlier than the Big Ship window or the date provided?**

Each delivery cluster is based on agronomic data and is scheduled to ensure delivery well before planting season. If you need an earlier delivery, please contact *FBN* Support at [1-844-200-3276](tel:1-844-200-3276) or via email at [support@farmersbusinessnetwork.com](mailto:support@farmersbusinessnetwork.com). Our team will review your request and check product availability for an earlier delivery.

# ORDER CONTENTS

## Why is only part of my order being delivered?

If inventory is not available for all products in your order, it may arrive in multiple shipments. We will ship the available items on your scheduled delivery date. You can check the status of any remaining items in your order on [FBN.com](https://www.fbn.com) for the most up-to-date information.

If you placed multiple orders with different delivery speeds, they may not ship together or from the same location. To ensure everything arrives at once, we recommend using the **I Need it Later** option at checkout for all Big Ship/Pre-plant orders, aligning the delivery dates.

## What if my crop plan changes and I need to update my order?

For assistance with adjusting or replacing items in your order, please contact *FBN* Support at [1-844-200-3276](tel:1-844-200-3276) or via email at [support@farmersbusinessnetwork.com](mailto:support@farmersbusinessnetwork.com). Alternatively, you can reach out to your local sales or Customer Experience representative for further assistance.

# COMMUNICATION

## How will I be notified of my order's delivery date?

Automated delivery notifications will be sent via email or text, based on your preferred communication method in your *FBN* account. Live delivery confirmations will be sent via text or phone call. Please ensure your delivery contact information is up to date on your **Sales Order Acknowledgment** and in your ***FBN* delivery contact details**. For multi-site growers, you can set delivery contact info for each order during checkout.

## What is the order delivery process?

There are six points of delivery communication as outlined below and shared in the webinar recording. The same messaging (texts, calls, voicemails) will be sent regardless of whether it's through our fleet or a third party.

	<b>SOA</b>	<b>SHIPMENT SCHEDULE</b>	<b>CARRIER / DRIVER PLANNER CALL / TEXT</b>	<b>DELIVERY DRIVER CALL</b>	<b>SHIPPED TEXT / EMAIL</b>	<b>DELIVERY DRIVER CALL</b>
<b>NOTIFICATION</b>	Sales Order Acknowledgement	Big Ship Notification Date	Delivery Confirmation	Driver Confirmation	Warehouse Notification	Driver Approaching Delivery
<b>OCCURRENCE</b>	Time of Order	2-3 weeks prior to Delivery	3-5 days prior to Delivery	Day of Delivery	Morning of Delivery	Truck is ~1 hour from Delivery
<b>GOAL</b>	Order Confirmation, T&C from Store	Post optimization, Truck has been built, route planned. Preemptively share Ship Plan for customer scheduling needs.	Confirm all Delivery details, special instructions	Day of Delivery reminder	Shipped Notification / Shipment Liability transfer	Narrow Delivery time range

Customers can expect notifications in March about their delivery | *FBN* fleet planners and dedicated carriers follow the same process | Customer order history will have all product orders with date ranges and then expected shipping dates, once planned

**Should all grower accounts be opted into text notifications by default?**

Customers can opt out of automated notifications from the *FBN* system, but the default setting is **Opted In**. Live delivery notifications via text or phone call will be sent to the delivery contact listed on the account. We recommend that growers remain opted into *FBN* text communications to receive all advanced notifications related to their delivery.

**What communication method does transportation use to schedule delivery, and what happens if the customer misses the delivery confirmation call?**

While text notifications are the most effective, we will follow up with calls and voicemails if we haven't received delivery confirmation from the customer. We maintain call logs for all outreach attempts. If we're unable to reach the customer, the issue is escalated internally to our Support/CX/Sales team for assistance. Please note, this may cause a delay in delivery as we require confirmation before shipping the product.

## **LOGISTICS & DELIVERY DAY**

**Do any of the *FBN* delivery trucks have electronic tailgates?**

None of our *FBN* fleet vehicles are equipped with liftgates, and third-party carriers will only provide them if specifically requested. Drivers will assist by moving products to the back of the trailer for unloading, but customers are responsible for offloading the products. This requirement is communicated during the delivery confirmation process, and customers should inform us if they need a liftgate due to lack of unloading equipment.

**How will my delivery be handled if there are road bans in my area and the delivery truck can't reach my farm?**

Road bans are in effect each year in over 50% of the areas we deliver to, both in Canada and the US. *FBN* fleet and our carriers navigate these bans annually and will work with each grower to find a solution based on local conditions.

**What should I do if items are missing from my order but show as delivered?**

If items are missing from your order, only sign for the items that were delivered and clearly note the missing items on the **Bill of Lading/Proof of Delivery (BOL/POD)**. Do not sign for the entire order if something is missing. Afterward, contact *FBN* Support at **1-844-200-3276** or [support@farmersbusinessnetwork.com](mailto:support@farmersbusinessnetwork.com) immediately, and we'll work to resolve the issue promptly.

**What if there's no pallet jack? Can I decline my order without penalties, and when will the delivery be re-attempted?**

Delivery drivers are responsible for moving the product to the back of the trailer or truck for offloading. If a pallet jack is unavailable or the driver is unable to assist, please contact *FBN* Support at [1-844-200-3276](tel:1-844-200-3276) or [support@farmersbusinessnetwork.com](mailto:support@farmersbusinessnetwork.com) while the truck is still on-site. In most cases, we can resolve the issue the same day, avoiding delays or the need for redelivery.

**Is there a way to prevent *FBN's* third party trucking companies from subcontracting our orders?**

Due to the high volumes being shipped we have to rely on available capacity and that includes using freight brokers who find capacity for us on the open market—often on short notice. We're actively working to improve this by having our fulfillment teams provide drivers with a one-pager and conducting on-site delivery training. Additionally, adhering to ship plans helps limit the use of these drivers, as we can contract dedicated drivers, giving us more control over the delivery experience.

**What if the product packaging is damaged during unloading or delivery? Can I reject the product without losing my 2% discount? If I do reject part or all of the delivery, when will it be rescheduled? (Canada Only)**

If the product packaging is damaged during delivery, you can refuse the items without losing your 2% discount. To refuse, note the damage clearly on the **Bill of Lading/Proof of Delivery (BOL/POD)** at delivery and do not sign for the damaged items. Then, contact *FBN* Support at [1-844-200-3276](tel:1-844-200-3276) or [support@farmersbusinessnetwork.com](mailto:support@farmersbusinessnetwork.com) to report the issue. Our support team will coordinate with logistics to resolve the situation.

## **PROGRAMMING**

**Will the 2% discount be automatically applied to in-season product orders, or will the Customer Experience (CX) team need to apply it manually? (Canada Only)**

The 2% discount is tied to the business account and will be applied automatically. It will be visible in the store for accounts that are opted in. For accounts that opt out, the discount will not appear.