

ON-TIME SHIPPING BEST PRACTICES

work@Xometry.com

V.1

May 2019

1

ACCEPT JOBS WITH THE PLAN OF STARTING ON THEM RIGHT AWAY

Sometimes things go wrong on a job and you want to have that extra lead time up-front so that you have room to recover and still ship on-time. One of the common failure point we have seen is that a partner may start a job with a 9-day lead time on day 5 or 6 because the partner knows the job should only take 2-3 days. This usually works out.

However, we know that things can go wrong — such as a machine breaks down, a part gets damaged beyond use, a staff member gets ill, a family emergency, weather-related issues, etc. Should any type of concern arise, there is no time to recover. **Accept jobs with the plan of starting on them right away.**

2

ORDERING MATERIALS

Order your raw materials, off the shelf components, etc. within the first day of receiving your order. Not only will this help you get a jump start on your job, but it will allow you to uncover any potential supply concerns right away. **Xometry Supplies** can help with your aluminum 6061 and machine tooling needs with custom cuts and same-day shipping on most orders.

3

CUSTOM / SPECIALITY TOOLING

Some parts require special tooling that you may not have in stock. By walking through your manufacturing / machining strategy upon acceptance of a job, you will be able to identify any special tooling or equipment needs, get your orders placed, and even consult with our Xometry **Partner Tech Support** staff to discuss technical challenges.

4

SUBCONTRACTING SERVICES

You can subcontract out Grinding, Heat Treating, EDM, Welding and Finishing work without advance consent from Xometry, opening up the breadth of jobs you are able to accept and produce. As you know, these services do not usually have the on-demand capacity to support you, therefore we recommend that when you plan out your job, that you **pre-schedule your subcontracted service(s)** so that you preserve as much of your lead time as possible.

5

COMMUNICATE EARLY AND OFTEN

If you run into any issues that may impact the On-Time delivery of the order, email us at **work@xometry.com** or call us at **(240) 252-1138**. We are here to help with resources in finding materials and tooling, with tech support, and resolving questions about the models / prints. Our focus is on high-quality parts delivered to our customers on time. We are here to help you achieve this on each and every job.