

Kimball + interwoven™

# Quickship for Care

*Health and Wellness Solutions*

*Flexible, Adaptable,  
Cleanable Solutions Ready  
to Ship in 5 Days or Less!*



## ANSWERS TO FREQUENTLY ASKED QUESTIONS

1. Two things have changed for Quickship. The name has transitioned to Quickship for Care and the products ship in 5 days or less. Both of these changes naturally evolved and accommodate the needs of healthcare and the return to work across the nation. Visually you will see how the products are applied in both work in health and for supporting health at work.
2. All projects are important and we are committed to fulfilling every order. As our quantities change daily, we will help prioritize each order. We may often recommend an overall phased approach plan to accommodate very large orders. Our team will work personally with you on this.
3. Our Pre-sell team (SSMs) will help in project managing and proposing phased approaches to support large quantities. We unfortunately can not hold or save stock. Please do not ask for “move up” requests.
4. Please remember to reference the CDAs for the program. This automatically puts this in the Quickship for Care program within the 5-Day lead time.
5. We recommend following your company’s/health institution’s “ICRA” plan and their typical emergency management infection protocols. Reference note #1 above. (ICRA – Infection Control Risk Assessment)
6. There is a lot of information out on the web. The most accurate and critical information should and will come directly from NIH, CDC and the State Department. See links below:  
[a. https://www.cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html)  
[b. https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html](https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html)
7. The products and materials outlined are the Quickship for Care Program. If you have products outside of this, it will need to be placed on a separate purchase order.
8. The products identified for the Quickship for Care Program have unique models except for Wren. All items are priced accordingly as each item has some small variances and modifications to the product.
9. **Who to contact?** It is important that you work closely with your SSM (Strategic Sales Manager) to help support the opportunity and gather necessary information and details prior to an order being placed. Once the order is placed, this will transition to the Account Manager. If you are specifically wanting to check stock of product, this will be managed by the SSMs.

# FREQUENTLY ASKED QUESTIONS

10. In an effort to streamline support and expedite orders, we are utilizing two PASs (Product Application Specialists) to support the QSFC efforts. Jenny Mallete-Nichols will support the eastern half of the country (Mississippi River East) and Bridget Loney will support the western half of the country (Mississippi River West). We request that you email them directly and always copy Jill Frazier, Creative Design Manager, in addition to the appropriate Healthcare Specialist to help facilitate your request.
11. All products on this program are warranted under standard Kimball warranty.
12. 5-Day lead times are business days. Weekends are excluded from these lead times.
13. The following products require some assembly: Wren and Aidin. Instructions can be found here: <https://www.kimball.com/quickship-for-care/>
14. Listed cleaning agents below are part of our BIFMA testing.
15. Lead time begins when a clean order is saved into our system
16. Orders for Quickship for Care will acknowledge after 48 hours as normal
17. Visit the following page for more program information <https://www.kimball.com/quickship-for-care>