



Encompass / Dayton Appliance Parts Integration FAQs Version 1.0 July 20, 2022

Dear Valued Dayton Appliance Parts Customer:

As you may already know, **Dayton Appliance Parts (DAP)** and **Encompass Supply Chain Solutions, Inc.** are merging to become one team dedicated to meeting your parts supply needs. We believe this powerful new combination will deliver a customer experience that's greater than ever before.

We have been diligently working on a streamlined plan to migrate DAP and its locations onto the Encompass systems that manage parts inventory, ordering and accounting. Migration will be completed in stages with the first planned for DAP's Sears Street location in August. All DAP locations are expected to be operating on the Encompass platform by late October 2022. *Please note this schedule is subject to change.*

Encompass and DAP know how important it is to get you the parts you need, when and where you need them. As such, we are fully committed to making this transition as easy and seamless as possible for you.

Following is a detailed list of **Frequently Asked Questions** to help guide you through what to expect. If you've got any other questions or concerns, please contact the same customer support people at DAP you always have.

FREQUENTLY ASKED QUESTIONS

1. **Why are Dayton Appliance Parts and Encompass becoming one organization?**

Both Dayton Appliance Parts and Encompass were previously acquired by Parts Town, the global leader in food service equipment parts distribution, to form a new residential parts division. Joining together in an industry already consolidating enables us to draw on each other's expertise, resources, infrastructure, OEM authorizations and more to provide a much improved customer experience.

2. **What are the benefits of this integration to my business?**

One of the greatest advantages is having access to significantly more manufacturer brands from a single convenient source. Even better, there will be more in-stock inventory available from more distribution points to limit backorders and expedite delivery. Plus, you'll have more parts identification resources, account management tools, tech training opportunities, repair tips and other customer support initiatives



to help make your job easier.

3. In what states does Encompass have distribution facilities?

Encompass ships from five states: Georgia, Florida, New York, Ohio (Cincinnati) and Nevada. Combined with DAP, customers will be able to source parts from 17 locations, including counter pick up service for those on the go.

4. What's the timeline for migrating all DAP locations to Encompass?

Migration of systems for each DAP location will be staggered. The first location to go live on the Encompass platform will be DAP's Sears Street facility in Dayton. For continual updates on when a specific DAP location will be migrated, please check the home page of partwizard.biz.

5. What should I expect on the day my main DAP location is scheduled to be migrated?

On your location's migration date, parts orders should be placed with Encompass directly at encompass.com or by contacting **DAP customer support** as you normally would. Customers that have existing accounts with Encompass can continue doing business as usual.

For an introduction to encompass.com, here are links to helpful videos:

- [How to Place an Order](#)
- [How to Make a Return](#)
- [Special Website Features and Account Management Tools](#)

For the convenience of DAP customers who do not already have an Encompass wholesale account, one will be created that corresponds to their existing DAP account – *as long as they have made at least one purchase with DAP in the previous 12 months and their accounts are in good standing.*

Before launch, these customers will receive an Encompass account number, along with log in details for encompass.com, so they can view parts availability and wholesale pricing, place orders, initiate returns and more. DAP customers with terms will be able to convert their account to credit card or request a credit line increase, if needed.

On the day each DAP location goes live, Encompass customer service and operations team leaders will be working right alongside DAP representatives to provide extra support for a smooth transition.

6. Who will be helping me with my orders after migration?

The same DAP people you've always worked with will continue serving you. In time, Encompass customer service agents will also be there for you, providing even more access to any help you may need.



7. What's happening to orders I placed with DAP BEFORE the migration?

Any orders placed with DAP before the location's go live date will be processed and shipped or readied for pick up as normal by DAP. Partwizard.biz will remain available indefinitely, so you can check order history, open order status, tracking numbers and invoices.

8. Where am I supposed to remit payment now?

Please always refer to your invoice for payment instructions. The entity that processed your order will be the same one you will remit payment to. For clarification, below are samples of both DAP and Encompass invoices:

DAP
Invoice Sample
 Remit To Address:
 122 Sears St., Dayton, OH, 45402

Encompass
Invoice Sample
 Remit To Address:
 P.O. Box 7834, Carol Stream, IL, 60197



9. What will happen if I try to place an order on DAP's partwizard.biz ecommerce site after migration?

Once a DAP location is migrated onto Encompass' parts platform, partwizard.biz will show **zero** parts availability. There will be a quick link to encompass.com on the parts detail pages directing you to check availability and place your order on this site instead.

Please note: Until a specific DAP warehouse/counter is migrated to Encompass, the location will show parts availability on partwizard.biz and you will be able to place orders.

10. I typically pick up parts from a DAP counter – are we still going to be able to do this after migration?

Yes, **Pick Up** will show as a “ship to” option during check out on encompass.com for DAP stocking locations that have already been migrated to Encompass.

Until a location is moved to Encompass, you can check local in-stock availability on partwizard.biz. If your part(s) does not show pick up availability at a DAP location, you can choose to:

- Have your order shipped directly to you from the next closest stocking location (*fastest option*)
- Choose to back order the part(s) for pick up at your local counter

11. Is Encompass going to increase my pricing for parts and shipping?

Encompass and DAP have comparable part pricing, so minimal changes are expected. Encompass is also extending to all DAP customers flat rate ground shipping of **\$11.95** (freight quoted for oversized items at checkout).

12. What is Encompass' order cutoff time for same day shipping?

Please place orders by 5:00 p.m. local time to help ensure in-stock parts are shipped same day.



13. How will we get reimbursed for warranty parts?

When purchasing parts under manufacturer warranty after the go-live migration date, you will be able to select from a list of available partners during checkout on encompass.com. The following Encompass Distributor Numbers should be used when filing a claim with these major appliance manufacturers:

Manufacturer	Claims Processor	Encompass Distributor Number
Whirlpool	ServiceBench	2282273
Samsung	Samsung	Include “Encompass” in Remarks field, along with Encompass invoice number
GE	ServicePower	333954 (also include invoice number)
LG	ServicePower	23813405-s (for customers using APIs with LG); others should select “Encompass” from drop down box at check out and include invoice number
Electrolux (Eureka, Frigidaire, Westinghouse)	ServicePower	11381
Bosch	ServicePower	5010103645

14. Will there be a new Return Policy?

Yes, the [Encompass Return Policy](#) will be in effect for all customers. This policy is a bit more favorable; for example, Encompass is **waiving** the standard 20% restocking fees for new/unused part returns exclusively for DAP customers. DAP customers will also be able to return new/unused gas and electrical items.

15. I need to return a part I purchased from DAP before migration. What do I do?

Any issues with parts you received from a DAP location should be handled with DAP the way you normally would. Orders placed with Encompass after migration will need to be returned to Encompass. Please always check your RMA to verify the returns ship to address.



16. My Sales Tax Certificate is on file with DAP. Do I have to now send it to Encompass?

If your business has a state sales certificate on file with DAP, we are working to upload into the Encompass system. However, we urge you to confirm Encompass has your sales certificate prior to placing an order by contacting salestax@encompass.com. Otherwise, Encompass must charge sales tax on your orders until a certificate is received.

To get reimbursed for any sales tax paid, you will need to claim a deduction on your tax return. You are welcome to go ahead and email a copy of the sales tax certificate from any state in which you have operations: salestax@encompass.com.

NEED HELP?

The same helpful, experienced DAP team members you know and trust will continue to be there for you. Just call/email/shout for your go-to people, and they'll be happy to assist!