



How to place orders with S2S Global

S2S Global accepts orders via email or electronic data interchange (EDI). EDI connection must be setup via GHX in advance of placing an order; other EDI options also available. We do not accept orders over the phone and/or without in writing.

Order Submission

- Orders to be submitted via company's letterhead with the following information:
 - PO number (preferably in a PDF form).
 - S2S Global item number, the quantity of the item, item description and pricing (*note pricing is subject to change*).
 - Include any special delivery, priority shipping, and product notes in the Subject Line and content of the email.
 - *Please Note: All priority or special delivery requests orders should be emailed in and not sent via EDI. Cut-off time for priority same day shipping is 12pm EST subject to product availability and quantity. Quantity must be limited to 15 cases or less. Priority orders submitted after this time are not guaranteed to ship same day. Customer is responsible for any special priority shipping fees and should approve in writing at the time of order submission.*
 - Any changes or cancellations need to be made and acknowledged in writing via email (including subs, pricing changes, etc.) prior to order shipment.
- Please send all orders and customer support inquiries to: orders@s2s-global.com / 855-531-7699.
- Order confirmation will be sent back to the original email with a confirmation number once the order has been processed. EDI orders will automatically receive an order acknowledgement via transaction code 855.

Order Delivery

Shipments are based on stock availability and standard product lead times. Transit times vary based on shipping and receiving location, however, generally do not exceed 5 business days. Shipping fees are based on pre-agreed contract terms.

Order processing times:

- Small Parcel: 2-3 business days (FedEx ground)
- LTL Freight: 5-7 business days
- Truck loads: 7-10 business days (trucks scheduled by delivery appointment)

S2S Global provides advance notification to all customers of any potential changes or interruptions in service, such as holidays and annual inventory.