

Frequently Asked Questions

Answers to the most common questions about LightQuick XD

What is the LightQuick XD Program?

LightQuick XD is an eXpress Delivery Service Program focused at the flow/opportunity segment of business where speed and availability are key. The XD program is comprised of five Regional Programs serviced out of five Distribution Centers (DC). Each DC will contain high volume and market specific Lithonia Lighting products required to service this express delivery segment.

What is the LightQuick XD Commitment?

For the first time, Lithonia Lighting is committing to the delivery of LightQuick XD products within a 24 to 48 hour period (from order receipt at Lithonia). Our focus is not only to ensure fast shipment of superior products, but for customers to expect quick delivery of those products.

The previous LightQuick guides were national product guides. The new regional LightQuick XD guides make it easier to select products that will be shipped from a customer's primary distribution center.

What segment of business is LightQuick XD targeting?

LightQuick XD is focused on the flow/opportunity segment of business where speed and availability are key:

- Small to mid-sized jobs requiring supplemental inventory to a distributor's inventory
- Projects where Rapid Response is key – 24 to 48 hr. delivery

Where do I view the LightQuick XD products that are in the program?

LightQuick XD program details and product information will be launch via a web-based internet site: www.Lithonia.com/LDC or www.LithoniaDistributorCenter.com. This provides real-time information delivery direct to distributors and additionally will include distributor specific pricing.

If a LQ XD product is out of stock at my primary distribution center, will it ship automatically from another distribution center?

No, it will not. While Lithonia Lighting strives to keep all LightQuick XD products in stock at all times, there may be instances where stock-outs occur. If this happens, the order will wait at the primary distribution center until stock is replenished. A final shipment will occur when the balance of the order is in stock.

Is there a LightQuick XD order? How are LQ XD products treated differently than a stock order?

Every time you place a stock (LLX) order with your agency that has a LightQuick XD item on the order, Lithonia Lighting systems will internally flag that order as having XD (express delivery) priority. Lithonia has established behind-the-scenes processes that ensure product gets allocated to the order, fulfilled in our distribution centers and delivered through special carriers to meet the 24 to 48 hour delivery commitment.

Are LightQuick XD products the only products stocked at Lithonia?

No. Although Lithonia Lighting has thousands of Stock Keeping Units (SKUs) in inventory, the LightQuick XD program is focused on a select group of high volume, high velocity products that have the highest service priority to meet that express delivery requirement – 24 to 48 hour delivery.

How do I make recommendations about potentially adding a product to the LQ XD program?

At the Lithonia Distributor Center in the LightQuick XD tab, there is a method for you to communicate any feedback concerning the program.

