



## ORDER ENTRY PROCESS

### Customer Service Standards

As the industry leader, VT customers' needs are our number one priority. Our customers can be confident their questions will be answered, their concerns will be addressed and their doors will be delivered on time to exact specifications. If not, they will be handled in a prompt, courteous, professional manner.

Normal business hours are Monday – Friday 8:00am to 4:30pm Central Time.

- VT gives advance notice of holiday schedules.

All Customer Service Center (CSC) personnel will return phone calls within two (2) hours of picking up voicemail message or other messages during normal business hours.

- Voicemail messages will be changed if CSC representative is to be gone for four (4) hours or more.

### Quoting of Doors

Quote requests received on VT forms will be completed and faxed or e-mailed to customers within one (1) business day of quote-request received by VT. Other forms or submissions require additional time.

Quote requests received on VT *online* will be completed and faxed or e-mailed to customers within two (2) hours of quote-request received by VT during normal business hours.

It is not necessary to send architectural specifications with quote request as it is VT policy will not interpret them. (Refer to Customer Service Update #CS115FSR.)

### Ordering of Doors

Orders will be acknowledged within two (2) business days of receiving all pertinent information<sup>1</sup>.

Estimators will enter orders within one (1) business day of receipt of price acceptance. Once all pertinent information<sup>1</sup> is received from the customer, estimators will secure an approximate ship date, and communicate it to the customer.

Special skidding is available, if noted at time of order, by providing a sorting specifications. Sorting instructions received after initial order entry will be subject to sorting fees depending upon the progress of the project at VT.

Frame and hardware schedules coordinated by VT will require longer acknowledgement and lead times. These orders will incur a minimum coordination fee of \$7.50 per door.

Questions generated during the estimating and detailing process will be sent to you electronically by fax or e-mail. Answers must be received in writing within the timeframe noted on the document. Failure to reply within the timeframe will result in ship date change.

In the event that raw material pricing is unavailable (i.e. special veneer species), the customer will be called personally by the Estimator to advise anticipated quote response time. In the



latter event, the Estimator will personally follow-up with the Purchasing Department to expedite raw material pricing.

### **Engineering of Doors**

Project coordinators will enter new, fully coordinated orders and allocate raw materials within two (2) business days of order receipt from estimating.

Project coordinators will enter new, semi- coordinated orders and allocate raw materials within five (5) business days of order receipt from estimating.

Delays due to lack of customer response to questions, etc. may affect ship date by one (1) week or more. Project Coordinators must communicate questions in writing to the customer sufficiently to meet the detailing completion date. If the ship date is affected by delays, the Project Coordinator will communicate this information to the customer.

Project coordinators will complete all work on prospective orders a minimum of thirteen (13) days prior to ship date. Changes can no longer be made beyond this point.

VT must be notified of changes in delivery requirements before doors are in production.

### **Delivery of Doors**

Schedulers will provide twenty-four (24) hours notice before doors ship.

VT does not have space available for storage. Doors must ship as scheduled.

### **Change Orders**

Refer to Customer Service Update #CS101FSR for change order policy information.

### **Back Orders**

Production will notify scheduling within one (1) business day of any back orders, and provide anticipated ship date if different than standard policy.

Schedulers will contact customers within twenty-four (24) hours following the ship date to advise of any back orders or late shipments.

Confirmation of back-order status and firm ship date will be communicated to the customer at that time.

Back-orders will take priority.

Stock veneer and laminate back-orders will ship within one (1) week. Necessary raw material procurement will be expedited for non-stock materials, and the earliest possible date will be given and communicated to the customer by the Scheduler.

### **Claims**

Refer to Product Update #P105FSR for claim policy information.

<sup>1</sup> Pertinent information includes: appropriate schedules, complete shop drawings or VT *online* submissions, written acceptance of revised prices, approved laminate color/pattern, factory finish approval (Refer to 'Factory Finish Sample Procedure'), etc.