



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

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.

It is not necessary to send architectural specifications with the quote request, VT can assist with partial specification interpretation during the bid process. (Refer to Customer Service Update #CS115FSR.)

Ordering of Doors

VTonline orders: Orders will be acknowledged by the estimator within 24 hours of receipt of the VTonline submission. The distributor will receive a “**VTI Order Receipt Acknowledgement**”. This will include the date the order was received, the purchase order number and the tentative ship date. The estimator will have revised pricing back out to the distributor within 8 business days after the order date. The “**Final Order Acknowledgement**” will be faxed/e-mailed once the detailing process is complete. It will include revised pricing, if needed, and a scheduled ship date. Pricing acceptance will be needed within 24 hours in order to process and maintain the ship date.

5-Day Quickship: Orders will be acknowledged by the estimator within 24 hours of receipt of the VT online submission. The distributor will receive a “**VTI Order Receipt Acknowledgement**”.

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This will include the date the order was received, the purchase order number and the tentative ship date. The estimator will have revised pricing back out to the distributor within 2 business days after the order date. The **“Final Order Acknowledgement”** will be faxed/e-mailed once the detailing process is complete. It will include revised pricing, if needed, and a scheduled ship date. Pricing acceptance will be needed within 24 hours in order to proceed and maintain the ship date.

Machining Sheet orders: Orders will be acknowledged by the estimator within 4 hours of receipt of order. The distributor will receive a **“VTI Order Receipt Acknowledgement”**. This will include the date the order was received, the purchase order number and the tentative ship date. The estimator will have revised pricing back out to the distributor within 10 business days after the order date. The **“Final Order Acknowledgement”** will be faxed/e-mailed once the detailing process is complete. It will include revised pricing, if needed, and a scheduled ship date. Pricing acceptance will be needed within 24 hours in order to proceed and maintain the ship date.

Semi-Coordinated orders: Orders will be acknowledged by the estimator within 24 hours of receipt of the order. The distributor will receive a **“VTI Order Receipt Acknowledgement”**. This will include the date the order was received, the purchase order number and the tentative ship date. On orders of 200 doors or less, the estimator will have revised pricing back out to the distributor within 15 business days after the order date. On orders of 201-500 doors, the estimator will have revised pricing back out to the distributor within 20 business days. On orders over 500 doors please contact the factory for Customer Service Center processing time. The **“Final Order Acknowledgement”** will be faxed/e-mailed once the detailing process is complete. It will include revised pricing, if needed, and a scheduled ship date. Pricing acceptance will be needed within 24 hours in order to proceed and maintain the ship date.

Any requests for changes after detailing is complete prior to the doors going to production require an upcharge of \$150.00 and any raw material costs.

Any requests for changes after doors are in production will not be accommodated.

Special skidding is available, if noted at time of order, by providing a sorting specification. 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.

Delays due to the 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.

VT must be notified of changes in delivery requirements and “ship to” locations 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 Technical Bulletin “Change Order Policy” 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