

## STANDARD ORDER PROCESS TIMELINE

### QUOTE

1. Rep/Dealer sends opportunity to quotes@nucraft.com
2. Quoting department provides quote/drawings/deliverables. Revisions back and forth as needed.



### ORDER

3. Dealer sends purchase order to: orders@nucraft.com



### ORDER PROCESSING

4. Purchase order is reviewed for accuracy
  - If order is approved: order entered into system
  - If order is missing information: Order processing requests missing information from dealer and revised purchase order. Order is put on hold during this process.
5. Customer service sends acknowledgment to dealer with ship date assigned



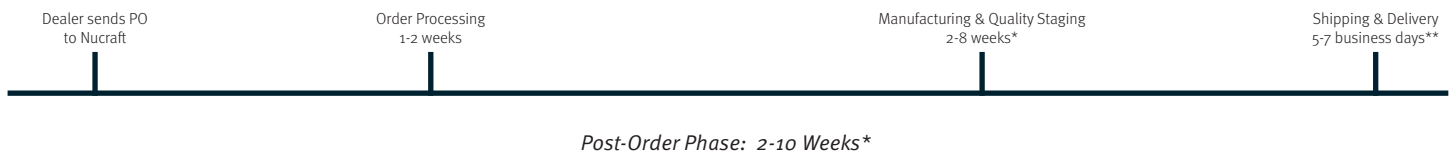
### MANUFACTURING

6. Products manufactured at Nucraft factory in Comstock Park, MI



### SHIPPING & DELIVERY

7. Product is packed and shipped. An internal freight forwarder is used which does not provide pro/tracking numbers. The carrier calls the delivery contact within 24-48 hours after shipment to make a delivery appointment. Shipping and delivery time will vary based on location.



#### Notes

- Lead time is based on current posted lead time at the time of PO submission
- Orders that have both standard and special product will follow the special process and receive longer lead time - please discuss exceptions with your Nucraft Rep
- Standard orders and special orders can be submitted on separate POs, if applicable
- Questions? Please contact your Nucraft Rep or Nucraft Customer Service Representative.

**Bolded Items:** Order can be delayed at these points in process and lead time may be affected.

\* denotes exception of standard Ascari Conference and Casgood product and standard Flow Activity Wall

\*\* NYC and surrounding areas 5-9 business days