

SPECIAL ORDER PROCESS TIMELINE

QUOTE

1. Rep/Dealer sends opportunity to quotes@nucraft.com for quoting
2. Quoting department provides quote/drawings to customer. 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



ENGINEERING

6. Engineering team creates CAD and bill of materials required for manufacturing, resulting in customer Drawing For Approval (DFA)



DRAWINGS FOR APPROVAL

7. Customer service sends DFA to dealer (4 business days for approval)
8. DFA Approval:
 - If Approved: Order Acknowledgment sent to dealer with ship date (no changes accepted after this point)
 - If Revisions Required: Back to engineering/ quotes for revisions (order put on hold until approved)



MANUFACTURING / SHIPPING & DELIVERY

9. Products manufactured and quality staged at Nucraft factory in Comstock Park, MI
10. Product is packed and shipped. An internal freight forwarder is used which does not provide tracking numbers. 24-48 hours after shipment the carrier calls the delivery contact to schedule 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
- For custom finishes, it is recommended to begin the sample process at time of quote.
- 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.

**NYC and surrounding areas 5-9 business days