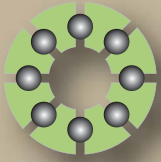


# Order Fulfillment PROCESS

**COMMUNICATIONS**  
is the key to  
on-time delivery.



From order placement to delivery time, we provide clear, direct communications throughout each phase. Our approach is an interactive process of questions and answers, updates and next steps. Keeping in touch ensures we understand your constraints, requirements and timeline.

Here is our 8-step process for order fulfillment, which outlines each step and what you can expect along the way.

## 1. PLACE YOUR ORDER

Give us the thumb's up on the quotation we provided to you (by signing and returning it) and the process to manufacture and deliver your order begins.

## 2. CREDIT CHECK *(first time clients)*

If you have not ordered from Northland before, we will perform a routine credit check.

## 3. SALES ORDER and PRO FORMA

We will e-mail or fax you a Sales Order and a Pro Forma invoice. The Sales Order will be a restatement of the quotation, so please be sure to check it thoroughly for accuracy. Our engineering and production departments rely on the Sales Order for information such as quantity, price, dimensions, finish and hardware.

What if you don't know some of the details for the Sales Order? Anything yet to decide will be indicated by TBD. Once the decisions have been made, the Sales Order will be completed.

## 4. CHOICES, CHOICES, CHOICES

Your Sales Order has TBD on it anywhere, you have some decisions to make. As in fashion, sometimes the accessories make the piece and give it the look you want. Some choices can affect the pricing. We will always let you know when your selection may trigger an amended quotation, enabling you to make selections that align with your budget.

## 5. DRAWINGS

Our Engineering department reviews the Sales Order. Then, using software specifically designed for casegoods manufacturing, our engineers create shop drawings. Each item type in your order will be drawn to scale and in detail to reflect the piece in an accurate manner. Your careful review and approval of the shop drawings is the trigger for the next step - production.

## 6. PRODUCTION

At this point, we will have an estimated completion date for you. Lead times for materials we do not keep on hand are determined, which may alter the actual completion date.

## 7. SHIPPING

Our shipping department kicks into high gear, prepping your order for delivery. Unless otherwise specified, each piece of your order is blanket-wrapped and loaded onto a truck for delivery.

## 8. YOUR ORDER ARRIVES

Once the truck parks at the appointed area, you will be given a packing list. With each item bar coded and numbered, inventory of the delivered pieces is a simple process.

*(CHECKLIST on other side)*



## Order Fulfillment PROCESS checklist

- 1** **ORDER PLACEMENT:** Your project begins. It is assigned an order number and all pertinent information is entered into our system.
  - Return a copy of the signed quotation
  - Mail, e-mail or fax your Purchase Order
  - Send the deposit check (50% of the order total)
- 2** **CREDIT CHECK:** If this is your first time purchasing from us, we will check your D&B, references, etc. for credit verification.
  - Supply us with your dba, Federal Tax ID, three business references and at least one bank reference.
- 3** **SALES ORDER and PRO FORMA:** At this step, we immediately send you a Sales Order and Pro Forma invoice. Your prompt return of these documents will keep your delivery on schedule.
  - Return a copy of the signed Sales Order.
- 4** **CHOICES:** We discuss your options, make recommendations and send you samples. We always send a finish sample for your approval to ensure a suitable match.
  - Decide on hardware, knobs, pulls, slides, door swings, wood species, finish, laminate.
- 5** **DRAWINGS:** We send you the shop drawings for your approval. Once we receive the approved drawings, the order is considered "complete" and release it to production.
  - Verify that the shop drawings accurately represent the requested pieces.  
*This typically takes a few iterations, so don't hesitate to interact with our team. Once the drawings are perfect, sign them and get them back to us. Your dated signature represents your approval of the drawings.*
- 6** **PRODUCTION:** The procurement department orders materials and our factory enters your order into the production schedule. You will be notified of the scheduled shipping and delivery date.
  - Send us the next payment installment (40% of the order total), so we can get ready to ship your order.
- 7** **SHIPPING:** You can expect a Pro Forma invoice two weeks prior to shipment. Shipping inventories the trucks as they are being loaded, using our proprietary bar coding system. We then let you know the exact delivery time.
- 8** **DELIVERY:** The driver presents you with the packing list. Your pieces are then unblanketed and placed into your property or warehouse.
  - Check inventory.
  - Inspect items for any damage that may have been incurred during shipping.
  - Send balance remainder.

(8 STEPS on other side)