


The Coppes 8 Point Ordering Process



- 1.** Begin by using Cabentry to create a quote. Use the latest version of the Coppes Spec. Book to reference item details and sizing increments. Customer service is available regarding either Cabentry or Spec. Book related questions.
- 2.** Review entered Cabentry items thoroughly before submitting the order. Ensure all necessary Coppes forms, sink specs, non-spec book accessories, appliance specification pages, floor plans and layouts have been uploaded to the "Attachments" file on the Cabentry tab.
- 3.** When ready to submit an order, change status to "Order Submitted to Coppes" in Cabentry.
- 4.** Coppes starts the courtesy service of reviewing the order. You will receive an email stating the order is acknowledged. Orders will have a 24 - 48 hour reviewing timeframe. If additional time is needed, this will be communicated to you within 48 hours.
- 5.** If Coppes recommends any changes, the order status will be placed under "Revisions Needed". This status change allows you to make the adjustments if desired. Any necessary changes that Coppes requires will be specified in an email to you. This email indicates a reset of the review timeframe. Once you have made the recommended changes and have made any adjustments, you will resubmit the job to Coppes.

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- 6.** Once the order has been resubmitted, Coppes will re-review and send a pdf version of the order and any previously custom quoted items for sign off. Once Coppes has received the signed copy, Coppes will change order status to "Scheduled to Production." You will receive a confirmation email including an assigned order number and a job completion week. Job completion week is based on current lead times from order sign-off date.
 - 7.** The Thursday before the completion week, you will receive an email with specific completion date. Invoices for the related job will be included in the email. All invoices are expected to be paid upon delivery or pickup unless other arrangements have been made and approved by Coppes Napanee management.
 - 8.** The day before the order completion date, you will receive a email from customer service. If the order is being delivered this email will contain a delivery address as well as a estimated time of arrival. If any details in the email need to be changed, contact customer service. All deliveries are a tail gate service and representatives are expected to be present for unloading.

Our goal is to provide service that helps ensure your order is correct and delivered on time. Any delay in response to customer service regarding questions on orders may result in longer lead times.