



## **Porch Conversions Customer Interaction Procedures**

This assembly of documents represents an overview of the products and services currently available to our dealer network. It is intended to help all of our partners better understand the services at their disposal, and the procedures to follow for ordering materials and requesting those services. Please review the table of contents for available services based on product line, and don't hesitate to contact us if you have any questions.

Sincerely,

The Porch Conversions Team

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## 1. Porch Conversions Quote / Order Process

### To receive a quote:

Submit a Porch Conversions order form via Fax at 704-761-4674 or e-mail to [customerservice.pc@lssunrooms.com](mailto:customerservice.pc@lssunrooms.com). You will receive an email from our team, confirming that we have received your request for quote (RFQ). If we notice any missing or conflicting information on the order forms, you will receive a call to clarify that information before we proceed with the quoting process. Once all of the required information has been gathered, the Quote will follow **within 24 - 48 hours**.

### To release order for production:

- **Sign off** - Sign all pages of the quote (including elevations) and return the quote paperwork via Fax or E-mail.
- **Deposit (if applicable)** - If a deposit is required to release your order for production, a deposit invoice will be returned, along with options for payment, Via E-mail.
- **Deposit Receipt (if applicable)** – Once the deposit has been processed, you will receive an email containing your Deposit Receipt and an **Order Acknowledgement**, confirming that we have officially released your order into production. No further revisions can be made at this point, as the materials have been ordered and the production process has started.
- **Order Acknowledgement** - If no deposit is required, you will receive an **Order Acknowledgement** confirming that we have officially released your order into production. No further revisions can be made at this point, as the materials have been ordered and the production process has started.
- **Lead Time** begins on the date we receive both your production sign-off AND deposit (where applicable). Both are required to start your “lead time clock”. We will provide the estimated “week of” shipping date along with your **Order Acknowledgement**.

### **Standard lead times are 4 - 6 weeks**

- **Ready to ship** – Customer service will send an email notifying you that your project is ready to ship. If a final payment is due, and we have not received payment at this point, we will include a duplicate copy of the final invoice and payment forms as a reminder with this notification.
- **Shipping Details** – Once your order has shipped, an email containing your tracking information, Carrier, and contact information to follow the delivery as it progresses. The email will also contain a copy of the packing, showing the detailed contents of your order. This document can be used to plan for the staffing and warehouse space required when the shipment arrives. Please verify the shipments contents to this document and notify us immediately if you see any discrepancies.

## 2. Points of Contact / Customer Service

### **Customer Service Department**

Our office hours are Monday through Friday from 7:30 AM until 4:00 PM EST, closed Saturday and Sunday. Most federal holidays are observed.

All company employees have access to e-mail throughout their day, and e-mail is the preferred method of communication for including documents, receipts, payments, etc. Our team is always available via phone, and if we're on the line with another customer, please leave us a voicemail. Voicemails are checked throughout the day, so you can expect a message to be returned same or next business day.

**Customer Service Email:** [customerservice.pc@lssunrooms.com](mailto:customerservice.pc@lssunrooms.com)

### Customer Service

**Phone:** 704-762-7496

**Fax:** 704-761-4674

### Mid Atlantic and South Regional Sales Manager

**Bob Waterston**

**Email:** [bwaterston@lssunrooms.com](mailto:bwaterston@lssunrooms.com)

**Cell:** 610-308-0110

### Midwest Regional Sales Manager

**Dwayne Chandler**

**Email:** [dchandler@lssunrooms.com](mailto:dchandler@lssunrooms.com)

**Cell:** 630-618-7637