

SALES

Sample Request Process

When needing samples of the products listed below

(For samples requiring manufacturing **or** those related to existing Sales Orders, see **Model Room Process**)

- TW Fabrics
- Decorative Hardware
- Vendor Fabrics
- Metal Color Chips

- Resource cards
- Mktg Collateral

Create an Opportunity in Acumatica. If there is no project or job name associated with the request, identify as a *Prospect Opportunity*.

Issue a task to the Procurement Workgroup including (a) Ship To information and (b) requested delivery date.

Issue a sample task to Procurement Workgroup (Assign to Lynda).

All samples will ship UPS Ground unless customer provides their expedited shipping account or approved by a Director.

Allow 2-3 days for shipping fewer than 20 pieces. Larger orders may require 3-5 days. Contact Procurement in advance for large requirements, such as trade shows or customer presentations.

Expect 3-5 days to arrive at destination.

NOTES:

- The sample order process has been streamlined for ease of use, and a specific form is no longer required to be attached to the task. However, accuracy and complete information are essential to successfully process the request. Please ensure all relevant details are included, such as ship-to address, contact name, email address, phone number, project name, fabric information, specification number, and requested delivery date. Attaching the customer email or pasting the email content into the task is also encouraged, as it may provide important details for the Procurement Workgroup.
- Sample requests submitted through our website(s) that are received just by the Marketing team will be forwarded to sales@threadwell.co. The assigned salesperson is responsible for monitoring the inbox, picking up the prospect, and following up directly with the customer. The salesperson will also be responsible for setting up the prospect opportunity and issuing the sample request task.
- Allow 48 hrs. for sample requests to process.
- Once shipped, average shipping time is 2- 3 days.
- Urgent requests should be accompanied by a phone call to the Procurement Workgroup.
- Procurement will send email to customer via opportunity with tracking number.
- When samples are shipped directly from vendor to customer, Procurement will send tracking to salesperson. Lead times will vary.