

Häcker
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Order Process



Training content

1. Who we are and what we do
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3. Custom cabinets
4. Change to orders
5. Ready for production?
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Who we are and what we do

- ✓ Your personal contact for your questions
- ✓ Help with queries that occur during the design process
- ✓ Check and confirm availability of required custom cabinets
- ✓ Help with the order process to ensure your customer receives a fully functional product
- ✓ Check your design for technical flaws and suggest solutions
- ✓ Release your order for production after receipt of your **“Final OK”**

An ideal order includes

1. Header data

Example:

- | | | |
|-------------------|---|-----------------------|
| - Front style | → | AV1095 |
| - Front color | → | A480 / V480 sand oak |
| - Box color | → | 2059 lava gey (KU) |
| - Toe kick color | → | 57 sand oak (KU) |
| - Toe kick height | → | 10 cm / 3 15/16" |
| - Panel color | → | 221 shiny black (KG) |
| - Drawer system | → | 72 Metro Box Titanium |

An ideal order includes

2. Item list

Example:

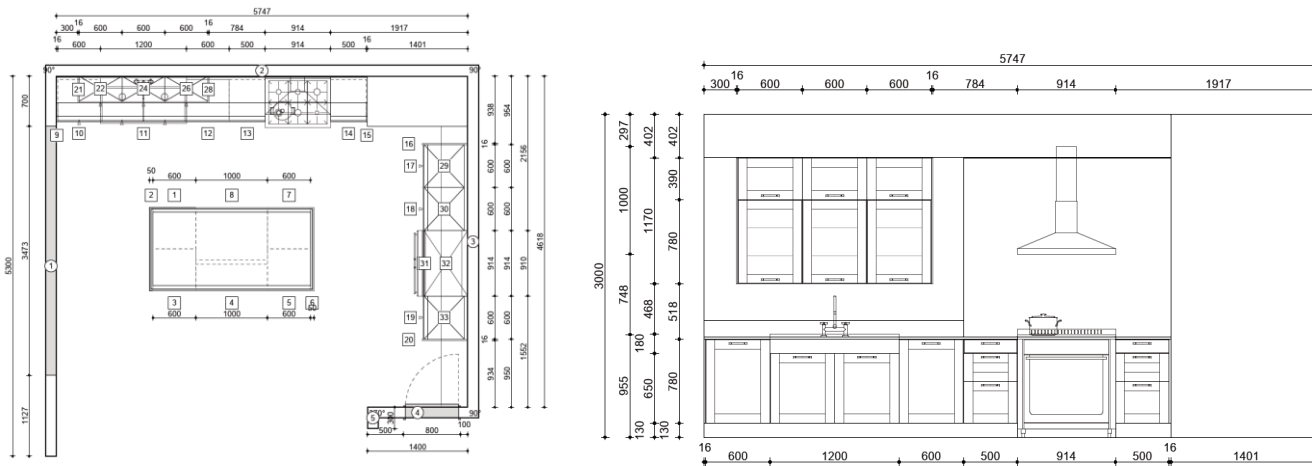
1	M2	1.00	LU2AIS6078		Base unit 60cm 2 pull-outs, 1 interior drawer, oneLine - Tipmatic Softclose
1a	M2	1.00	MP-74		extra charge Metro glass/SLD Metro glass R LED Titanium
1b	M2	1.00	MP-SA		with anti-slip-mat for drawers/pull-outs
1.1	M1	1.00	Z760		Carrier for interior drawer w. metal panel
2	M2	1.00	VFWAL78112	R	Formed gable end 5cm at the end of a run, on both sides - oneLine

An ideal order includes

3. Drawings

- Floor plan with room dimensions
- Elevations with detailed measurements
- *Colored drawings and 3D views help visualizing your design*

Example:



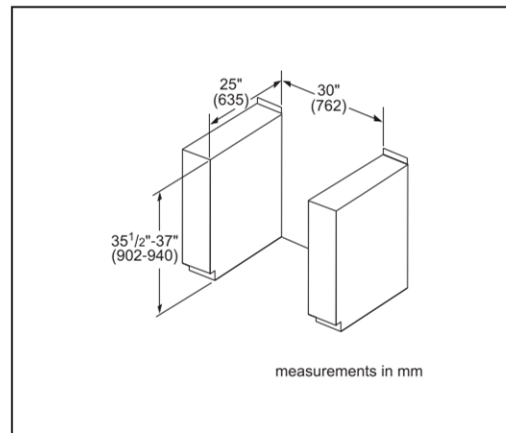
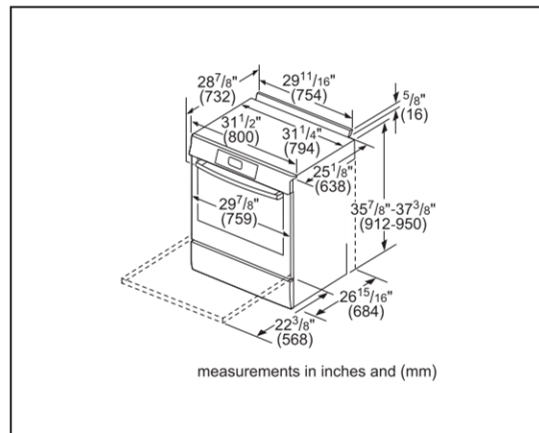
An ideal order includes

4. Appliance list

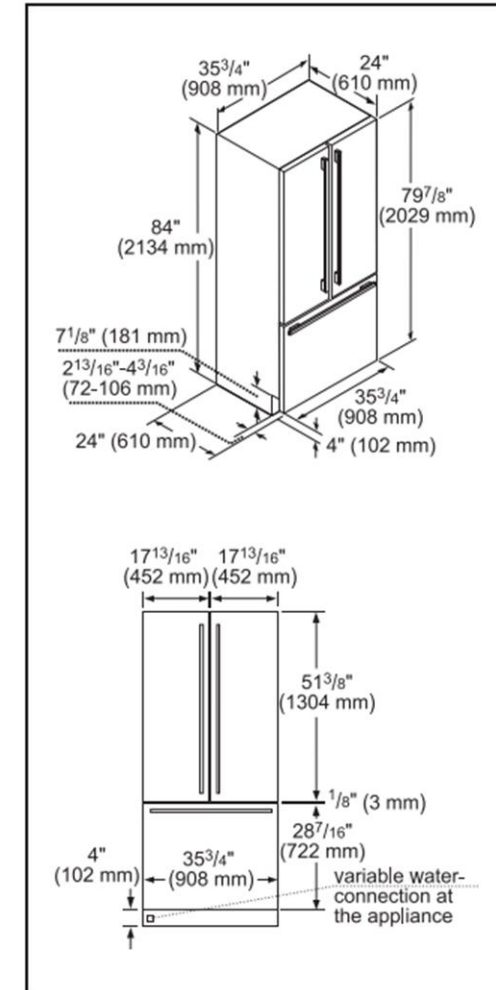
Example:

- Model numbers and/or spec sheet
- Please include built-in appliances, sink and freestanding appliances

Installation Details



Installation Details



An ideal order includes

5. Accessories

Example:

- Wood cutlery tray (code + color)
- Lights

→ BE8046 ash grey
→ BL600E



An ideal order includes

6. Important information

Example:

- Use of multiple front styles and/or colors
- Description/sketch of required custom cabinets if not available in the Häcker sales manual



An ideal order includes

Summary:

1. Complete items list
2. Measured drawings
3. Appliances list
4. Accessories list
5. Other important information



- ✓ Send your order to: **sales@haecker-kuechen.us**
- ✓ The next available order processor will reach out to you ASAP.

- ✓ Check with us ahead to find out if your required custom cabinet is already available or possible for us to build
- ✓ May need a day or two to complete as multiple departments are involved
 - ❖ Order processing (order)
 - ❖ Technicians (cabinet construction, technical design)
 - ❖ IT (integrating custom cabinet details into planning software and production system)
 - ❖ Controlling (price calculation)

Changes to orders

- ✓ Please always refer to the Häcker Order Confirmation No. and also specify the order name
- ✓ Please be clear and exact in your change requests

Example:

Quote/Confirmation no. 22123456 (customer X):

- “Please change pos./line 40 from U6078D to U5078D.”
- “We need pos./line 40 to be 600 mm/23 5/8” wide.”
- “Pos./line 80: Change oven to Kitchen Aid KOCE500ESS.”

- ✓ Please send changes directly to your order processor

Ready for production?

- ✓ After the order is completed we need your **“Final OK”**!
- ✓ After the “Final OK”
 - no more changes are possible, therefore please check the order confirmation carefully
 - we will issue the proforma invoice
 - the order will be scheduled for production and you will be informed about the production week
- ✓ The kitchen will be manufactured as per the final confirmation which was approved with your **“Final OK”**

Last but not least

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- ✓ ... we are **looking forward** to your orders!
- ✓ ... we are **happy to assist** you in all kitchen matters!
- ✓ ... we are always just a **phone call** or an **email** away!



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Open discussion & questions



Thank you for your attention

