

Best Practices For Order Submission

Submit all purchase orders to orders@friant.com

Leadtime does not begin until all clarifications are resolved.



PO Requirements

- **Formal PO:** All orders must include a formal PO. PO should include bill to address, ship to address, delivery contact name/number and order total.
- **BOM:** All orders must include a BOM which includes all part numbers, finishes, quantities and pricing.
- **.SP4 and .SIF:** All orders created using design software must include the .sp4 or .sif file when submitted to Friant. This cuts down on errors and speeds up acknowledgment turn around.
- **Delivery Instructions:** All delivery instructions (i.e lift gate, call before delivery, will call, etc) should be noted on the PO.
- **Important Dates:** Provide date of installation if available and any requested ship/delivery dates. Please note that Friant cannot guarantee specific arrival dates.
- **If Applicable:**
 - Drawings: While not required, Friant does ask that drawings be submitted with POs.
 - COM Form: A completed [COM test form](#) (Customer's Own Material) is required for all COM fabrics on the order.
 - Incentives: Include SPIFF payout information on the PO if applicable.



Double Check

Make sure part numbers, descriptions and pricing match prior to submission to avoid clarification holds.



Order Submission Reminders

- **Pricing:** Refer to the pricebook posted on our [website](#) for the most up to date list pricing, group numbers and options.
- **Special Discounting:** If deeper discount has been provided, include special quote number (SQ) on PO.
- **Design Software:** Make sure you are using the most up to date version of the design software (i.e 2020/project matrix/etc). Updates are made monthly.
- **Custom Items:** Please include a custom quote number for all custom items on the order.
- **Spec Check:** If you would like your order spec checked, please include drawings with your PO and note on the PO that you would like the job spec checked.
 - Leadtime will increase based on time needed to perform and clarify spec check.
- **Quickship Orders:** Only orders with the quickship part numbers (i.e Q1) will be given quickship leadtime and pricing. If a Quickship order is submitted with standard part numbers it is likely that the order will be processed using standard leadtime and pricing. Quickship is only available for complete offices.
- **Incentives:** Ensure SPIFF registration has been completed prior to order submission. See [incentive form](#) for details on which systems, products and discounts qualify for SPIFFs. SPIFFs are not applicable to orders with a SQ unless indicated.



Common Clarifications

- **Gitana:** Make sure handle details are included – type AND color
- **Verity:** Make sure leg details are noted for double sided start/end unit (i.e concave or straight).
- **Worksurface:** Make sure edge finish is listed.
- **Panels:** Make sure base finish is listed.
- **Laminate Storage (Interra/Dash/Novo/Verity):** Make sure top, casing and front finish are selected along with handle finish. If applicable, make sure to include foot type and finish as well.
- **Non Standard Finishes:** Make sure all non-standard finishes are noted clearly and if applicable that the manufacturer name and product number is listed. Note that non-standard finishes may require a custom quote number, com form, etc
- **Will Calls:** Make sure you do NOT include a ship to address if the order is a will call.
- **Revisions:** For orders created by Friant Design team, please submit a new request electronically for revisions to finishes/fabric prior to submitting the order.