WORKFLOW

CX - CHANGE ORDER PROCESS



October 2020

CHANGES ALLOWED UP TO 48 HOURS FROM RECEIPT OF ORDER MARKET LEADER APPROVAL REQUIRED FOR ANY CHANGE REQUEST AFTER 48 HOURS

EXTERNAL CHANGE REQUEST	
CUSTOMER requests change after 48 hours Obtain Market Leader Approval	NO AM or ATR informs CUSTOMER
YES	
CUSTOMER requests change within 48 hours or – Market Leader Approves after 48 hours	_ INTERNAL CHANGE REQUEST
YES	Change noticed internally needed to correct an order. AM to be contacted through Order Desk
ACCOUNT MANAGER (AM) or ACCOUNT TEAM REP (ATR) submits fillable PDF Change Order Form	CASE Chatter to confirm change is required
AM - or - ATR to review with customer for Volume Builder or Dealer	ACCOUNT MANAGER (AM) or ACCOUNT TEAM REP (ATR) submits fillable PDF Change
AM to review with customer for Custom Home Builder or Project	
CUSTOMER to review and sign approval for the change Email will be accepted as confirmation if there is no monetary change Email to be attached with change order form	Durabuilt representative to sign
☐ Signed copy sent to ATR through Salesfor Order Desk CASE for review. ☐ If change cannot be made, ☐ a detailed explanation sent back to the AM through Chatter in CASE	Desk CASE Chatter for review.
CHANGE COMPLETED IN CX	Signed copy of change order form attached to CX order and order placed
☐ Signed copy of Change Order Form attached to CX order and order placed ☐ Email copy will be ☐ Customer signature is only required when there is a monetary change	Customer signature is only required when there is a
acceptable in place of signed form if there is no monetary change	NOTE
	Outsourced items cannot be changed once a PO is issued to our supplier Check with Purchasing to obtain approval for change Changes cannot be made once product is in production