



LEADERS HOLDING CO.™

Est. 1971

Monthly Focus

What: Central Cushion

Why: Central Cushion is the internal cushion production facility

When: They produce all of the cushions on all Garden Classics® and Palm Springs Rattan® furniture, as well as our custom PFIT program.

Who: All showroom professionals, including managers, need to know all of the extensive capabilities and competitive advantages that Central Cushion affords us in satisfying our customer's needs.



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Central Cushion Basics:

- Allows us to have a competitive advantage in all of these components
 - Quality
 - Comfort
 - Construction
 - Lead-time
 - Price
 - Fabric options
 - Custom program
- Training: R:\7 About Product, Vendors and Warranty\About Product and Manufacturers\7.12 Central Cushion.pdf

- We stock hundreds of fabrics, with 2 pricing levels:
 - Standard
 - Elite
- Pricing can be found here: R:\POP Signs\Pricelist & Information\Central Cushion
 We also have the option of making all of our cushions utilizing the Sunbrella® kiosk. When we use the kiosk, it is a two-step process in getting the pricing for the customer.
 - We first need to identify the grade of the fabric. We can do this by either the name or the number R:\POP Signs\Pricelist & Information\Central Cushion\2017_2018 Sunbrella Graded Fabric List.pdf

FABRIC#	FABRIC PATTERN & COLOR	BOOK	GRADE
44297-0001	Abbott Char	Sunbrella Fusion	C
44297-0005	Abbott Juniper	Sunbrella Fusion	C
44297-0004	Abbott Prep	Sunbrella Fusion	C
44297-0003	Abbott Rust	Sunbrella Fusion	C
44297-0002	Abbott Shadow	Sunbrella Fusion	C
50675-0001	Accent Iron	Sunbrella Select	C

- After we identify the fabric grade, we then use the Central Cushion Sunbrella® pricelist to get the price for the customer R:\POP Signs\Pricelist & Information\Central Cushion\2017 Central Cushion Pricelist (Sunbrella & Outdura Fabrics).pdf

CENTRAL CUSHION PRICELIST (CENT-)

Sunbrella Fabric Pricelist

Fabric #'s must begin with letter 'X'

Example: Sunbrella Fabric 5401, should be entered as X5401

Item # (CENT-)	Description	COM Yds.		SUNBRELLA BOOK (GRADE) - SELLING PRICES							
		COM	Center Match	A	B	C	D	E	F	G	H
100/686	Cushion Bahama or Jamaica Stool	1	1	\$50	\$55	\$65	\$75	\$80	\$90	\$100	\$110
1001	Seat Cushion for Backless Stool	1	1	\$55	\$60	\$70	\$80	\$85	\$95	\$105	\$115
120	Seat Cushion for Maui or Seabreeze	1	1	\$50	\$55	\$65	\$75	\$80	\$90	\$100	\$110

PFIT:

- This is the custom portion of Central Cushion, where we can make a wide variety of custom cushion sizes. If a customer's measurements on a specific style cushion are not within the given measurement range, please contact the cushion shop to see if it is something that we can do.
 - Order time is 3-4 weeks
 - We must have customer measure their existing furniture, we use their measurements, and have them sign off on each order form
 -
- Training presentation: R:\POP Signs\Perfect Fit Order Forms\Perfect Fit Presentation.pdf
- Order forms can be found here: R:\POP Signs\Perfect Fit Order Forms

Rush Program:

- Central Cushion's rush program allows us to guarantee delivery of the cushions in 7 calendar days. We can only use the stocking fabric selections, standard or elite, for this program.
- We are not able to utilize this on the following:
 - PFIT orders
 - Fabrics from the Sunbrella® kiosk
 - Upholstered product from PALU or PSRU
- Cost is \$15.00 per cushion. So if the rush is for a sofa cushion, that has a set of 6 cushions, the cost would be \$90.00
- Procedure can be found here: R:\7 About Product, Vendors and Warranty\About Product and Manufacturers\7.12.1 Central Cushion Rush.pdf

COM (Customers Own Material)

- Customers can bring in their own fabric and have it used on any of the Central Cushion products. It is priced out as a standard fabric, and each style will list how much fabric yardage is required in order to make the cushion. Here is an example of this:

CENTRAL CUSHION PRICELIST (CENT-)

Item # (CENT-)	Description	COM Yds.		Standard Fabric or COM	Elite Fabric	Foam ONLY	Standard Cover ONLY	Elite Cover Only
		COM	Center Match					
100/686	Cushion Bahama or Jamaica Stool	1	1	\$35	\$55	\$15	n/a	n/a
1001	Seat Cushion for Backless Stool	1	1	\$40	\$60	\$15	n/a	n/a
120	Seat Cushion for Maui or Seabreeze Stool	1	1	\$35	\$55	\$15	n/a	n/a

- The procedure can be found here: R:\Procedure Manual\2.0 General Store Procedure\2.53 COM.pdf

Monogram Toss Pillows:

- We are able to offer monogrammed toss pillows to our customer at a great value. The customer can choose any pillow style, and the price will be either \$50.00 for a standard fabric or \$70.00 for an elite fabric.
- Enter into FROG as: CENT-M-SPO
 - Select pillow style
 - Font style
 - Letters-up to 5 can be chosen
 - Select pillow fabric color
 - Thread color for the letters: R:\7 About Product, Vendors and Warranty\About Product and Manufacturers\7.12.3 CENT Monogram Thread Colors.pdf
- 2-3 week order time
- Procedure can be found here: R:\POP Signs\Pricelist & Information\Central Cushion\CENT Monogram Toss Pillow.pdf

Embroidered Toss Pillows:

- We are able to offer embroidered toss pillows to our customer at a great value. The customer can choose any pillow style, and the price will be either \$50.00 for a standard fabric or \$70.00 for an elite fabric.
- Enter into FROG as: CENT-E-SPO
 - Enter the embroidery designation: CENT-E
 - Select pillow style
 - Embroidery design: U:\Embroidery
 - Customer cannot alter the colors of the embroidery. Whatever the design's color is shown, is the way that it will come
 - Select pillow fabric color
- 2-3 week order time
- For retail customers we cannot do custom designs
- For contract customers, we are able to with a minimum order requirement, and graphics need to be provided by the customer
- Procedure can be found here: R:\7 About Product, Vendors and Warranty\About Product and Manufacturers\7.12.4 CENT Embroidered Toss Pillows.pdf

Miscellaneous:

- Re-ordering fabric for the stores: R:\POP Signs\Pricelist & Information\Central Cushion\Fabric Request Form.pdf
- Checking fabric inventory: R:\POP Signs\Pricelist & Information\Central Cushion\Central Cushion Fabric Inventory.Ink
- Fabric cleaning codes: R:\7 About Product, Vendors and Warranty\About Product Care and Maintenance\Fabric Cleaning Codes.pdf
- Fabric list is where you will find all of the following information on all stocking fabrics:
 - Number
 - Grade
 - Restrictions
 - Length
 - Repeat
 - Content (what the fabric is made of)
 - Cleaning code
 - Fabric name
 - Use (indoor/outdoor)
 - R:\POP Signs\Pricelist & Information\Central Cushion\CENT Fabric List.pdf