



**My Viking Planner/Request-A-Quote  
Distributor Manual**

## **Table of Contents**

- I. Distributor Extranet Management Tools
  - a. User Management
  - b. Price List Management
  - c. Quote Management
- II. MVP User Guide
- III. Request-a-Quote

## 1. Distributor Extranet Management Tools

- a. **MVP User Management – Distributors have the ability to create/delete Agent logins via the Extranet, as well as edit Names/Dealers/Email Addresses.**

1) Log in to the Distributor Extranet site; click on “MVP” link in the upper right hand corner.

---

[LOGOUT](#) [MANAGE PROFILE](#) [UPDATE INFO](#) [QUICK ORDER](#)  >>



Update [dealer information](#) or [distributor personnel information](#).

update info

Upload or enter your [purchase order](#).

quick order

Access [account information](#), [order status](#), [shipment status](#), and more [Reports](#).

reports

[Cost Schedules](#)  
[Point of Purchase Items](#)  
[Brochures](#)

[More Sales Support >>](#)

sales support

[products](#) [sales support](#) [news](#) [training center](#) [reports](#) [mvp](#)



[UPDATE MVP USERS](#)  
[REPORTS](#)  
[QUOTES](#)

**Viking Introduces New Custom Professional Products**  
Welcome to Viking Product Bulletin #11-01. This edition contains information regarding the release of new custom professional products. These products include: Single and Double Premiere and Select Built-in Electric Wall Ovens, Freestanding/Built-in Microwaves and Trim Kits, and Built-in Electric Warming Drawers.

[Read The Full Story >>](#)

[CONTACT US](#) [VIKINGRANGE.COM](#) [SERVICE EXTRANET](#) [VIKING IMAGE ENGINE](#) © 2001-2011 Viking Range Corporation. All Rights Reserved.

- 2) After you click on the “Update MVP Users” tab, the next screen that you will see is your list of Dealers. (**NOTE:** Please make sure that your dealer’s contact information is current and the “MVP EMAIL” address is filled out for each one. If the “MVP EMAIL” address is not filled out for each dealer, they will not receive quotes that you assign to them.

LOGOUT MANAGE PROFILE UPDATE INFO QUICK ORDER Search >>

VIKING Distributor Extranet products sales support news training center reports mvp

UPDATE DEALERS UPDATE PERSONNEL UPDATE DEALER PRICING

Update Info: Update Dealers

Add a New Dealer [Export to Excel](#)

Add a Dealer

Edit or Deactivate Existing Dealers

Click a name to edit or deactivate the dealer:

DEALER	LOCATION
A-1 Appliance Center - Chalmette	Chalmette, LA
A-1 Appliance Center - Covington	Covington, LA
A-1 Appliance Center - GRETNA	GRETNA, LA
A-1 Appliance Center - HARRAHAN	HARRAHAN, LA
A-1 Appliance Center - Hanvey	Hanvey, LA
A-1 Appliance Center - KENNER	KENNER, LA
A-1 Appliance Center - METAIRIE	METAIRIE, LA
A-1 Appliance Center - SLIDELL	SLIDELL, LA
A-1 Home Appliance Center - TUPELO	TUPELO, MS
Abbey Alexander-Reynolds	Fort Myers, FL
Abot Mills Appliances	MIAMI, FL
Aggressive Appliances	ORLANDO, FL
Aidan Design	Bethesda, MD
Alfresco Lifestyles Inc.	Abingdon, VA
Allan Saunders	Miami, FL
Alley Design to Build	Naples, FL
Allied Kitchen & Bath	Fort Lauderdale, FL
AllSouth Appliance	Birmingham, AL
AllSouth Appliance - Madison	Madison, AL
AllSouth Appliance - Pelham	Pelham, AL
Amber Thompson	Suwanee, GA
American Home Interiors	Elkton, MD
Andrea Carmichael, Inc.	Birmingham, AL
Appliance Alliance	Orlando, FL
Appliance Builders Wholesalers - Md	SILVER SPRING, MD
Appliance Builders Wholesalers - Va	Ashburn, VA
Appliance Connection	WOODBRIDGE, VA
Appliance Contract Sales	Richmond, VA
Appliance Distributors Unlimited - CHANTILLY	CHANTILLY, VA

- 3) On the “UPDATE MVP USERS” page, you will be able to edit/delete/create Agent logins. There are two types of logins, Agent and Unit:
- Logins for floor **Units** are provided by Viking and are assigned per **Unit** on a showroom/dealer floor. These logins should only be used on floor unit systems with the recommended hardware, which includes a touch screen, due to the differences in the visual display and user experience. Distributors can request these logins from Viking by emailing [support@myvikingplanner.com](mailto:support@myvikingplanner.com)
  - Logins for uses other than a floor unit, which are called **Agents**, are created by the Distributor and are assigned per Salesperson. These logins should not be shared or used by multiple systems at the same time. Each **Agent** user name will show up in the list of Salespersons when assigning a specific Salesperson to a quote.
    - a. To edit an agent login, click the name of the person you wish to edit. Currently you are able to edit the “FIRST NAME, LAST NAME, DEALER ORGANIZATION, EMAIL ADDRESS”. Once you are done, click “SAVE CHANGES”.

- b. To delete an agent login, click the name of the person you wish to delete. The next screen that you will see, will allow you to click the blue button on the right hand side of the screen that says "Delete Personnel".
- c. To create an agent login, click the blue "ADD PERSONNEL" button that you see at the top of the Update MVP Users page. Next, you will need to enter the users "FIRST NAME, LAST NAME", choose their "DEALER ORGANIZATION" in the dropdown box, enter their "EMAIL ADDRESS". Click "SAVE CHANGES".

LOGOUT    MANAGE PROFILE    UPDATE INFO    QUICK ORDER    Search >>

**VIKING** Distributor Extranet    products    sales support    news    training center    reports    mvp

UPDATE MVP USERS  
REPORTS  
QUOTES

My Viking Planner > Update MVP Users

### Update MVP Users

#### Update Info: Edit My Viking Planner Users

#### Add New My Viking Planner User

**Add Personnel**

#### Edit/Delete Existing My Viking Planner Users

Click a name to edit or delete the individual's information:

A-1 Appliance Center - Chal mette  
[Ed Hewitt](#)

A-1 Appliance Center - Covington  
[Brian Stewart](#)  
[Kennv Dugas](#)  
[Kristin Chadwick](#)  
[Mark Gresell](#)  
[Peter Sullivan](#)

A-1 Appliance Center - GREтна  
[Keith Wallace](#)

A-1 Appliance Center - HARAHAN  
[Troy Leglue](#)

A-1 Appliance Center - Harvey  
[Joseph Williams](#)

A-1 Appliance Center - KENNER  
[Al Barrios](#)

A-1 Appliance Center - METAIRIE  
[Claude Escude](#)

A-1 Appliance Center - SLIDELL  
[James Leirer](#)  
[Jeff Brown](#)

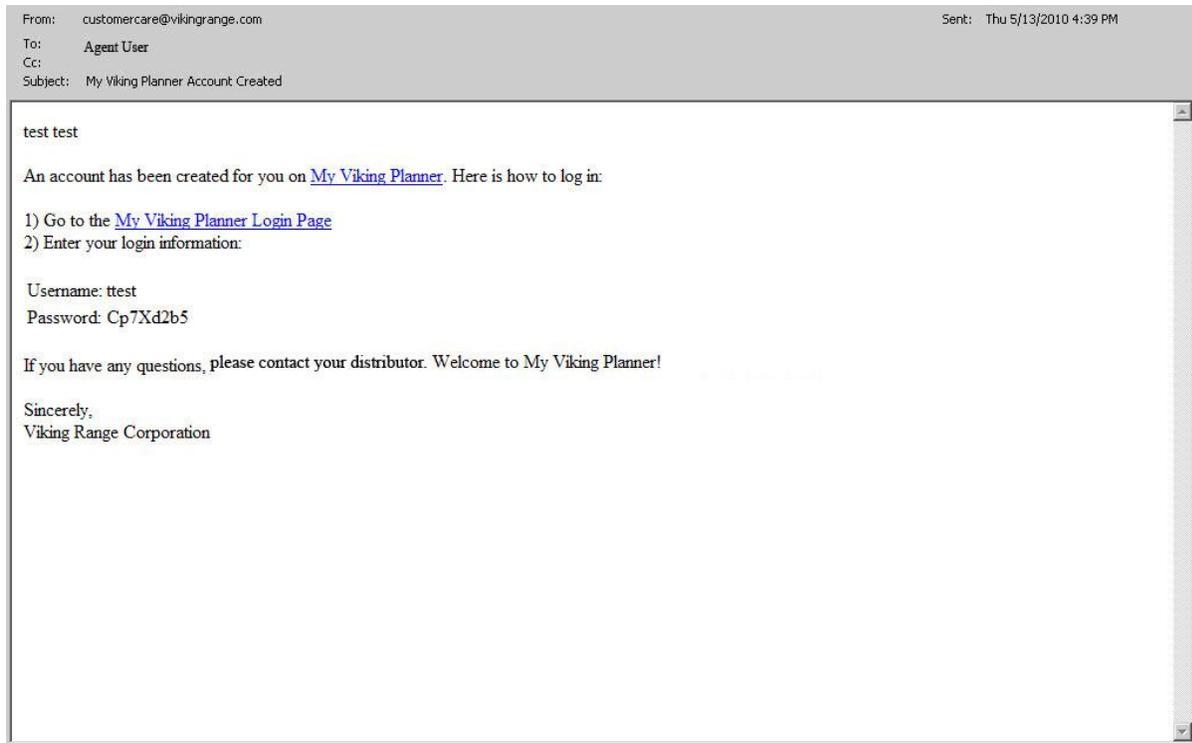
A-1 Home Appliance Center - TUPELO  
[Mike Eaton](#)

Abbey Alexander-Reynolds

Abot Mills Appliances  
[ed\\_alfonzo](#)  
[harib\\_pagan](#)  
[havcell\\_pardo](#)  
[oscar\\_benitez](#)

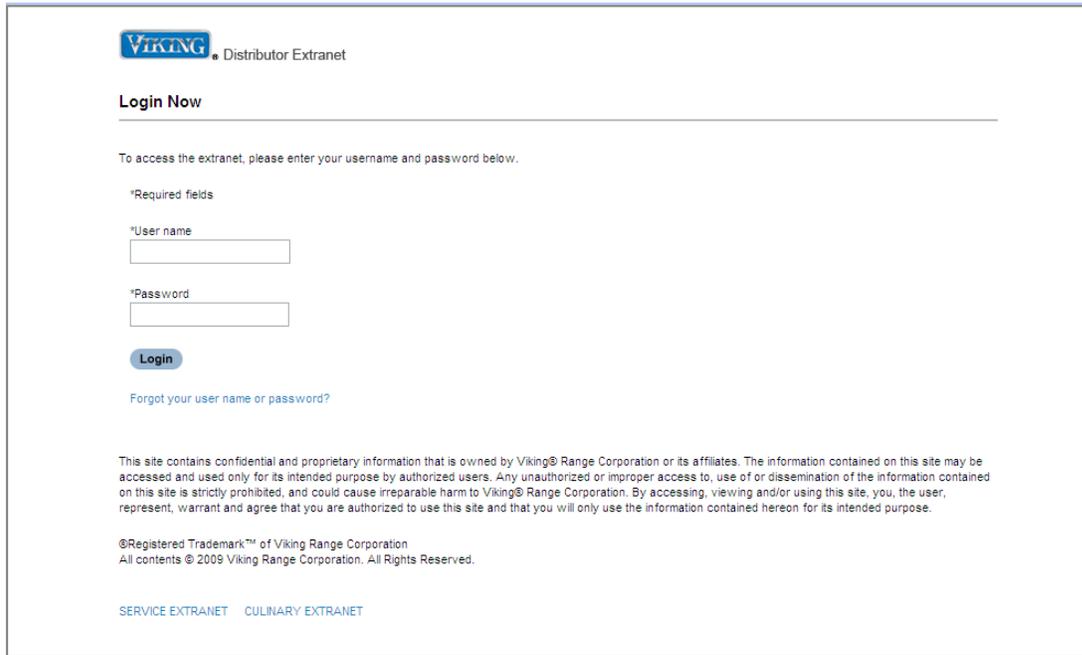
www.vikingrange.com...

5) Once you have created a new Agent user and click "SAVE CHANGES", an automated email will be sent to the dealer/Agent that you created. This email will assign them their Username and Password in order to access the MVP via their desktop computer. Once logged into the MVP, they will have the capability to reset their passwords to whatever is desired.



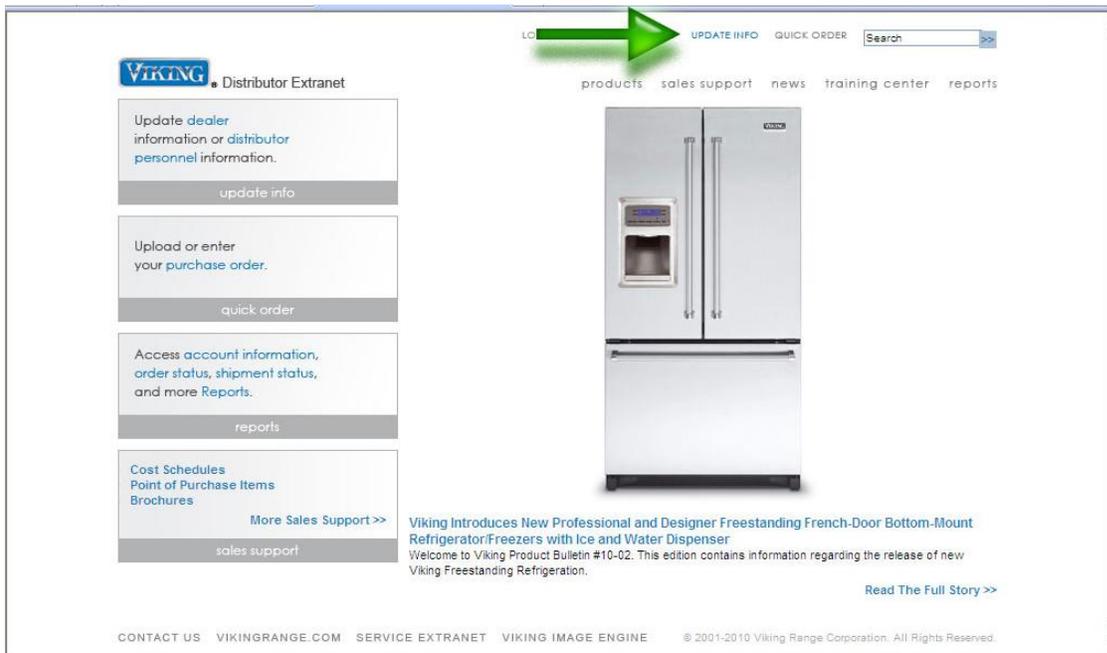
**b. Price List Management – Distributors have complete control to update/price skus that are displayed on MVP. Distributors will receive an email notification when new products are added to the system. Once the email has been received, they should download the list of unpriced sku's, fill in the pricing, and re-upload back to the system.**

1. First, navigate to the Distributor Extranet (<http://www.vikingrange.com/extranet/distributor>) and log into the system.

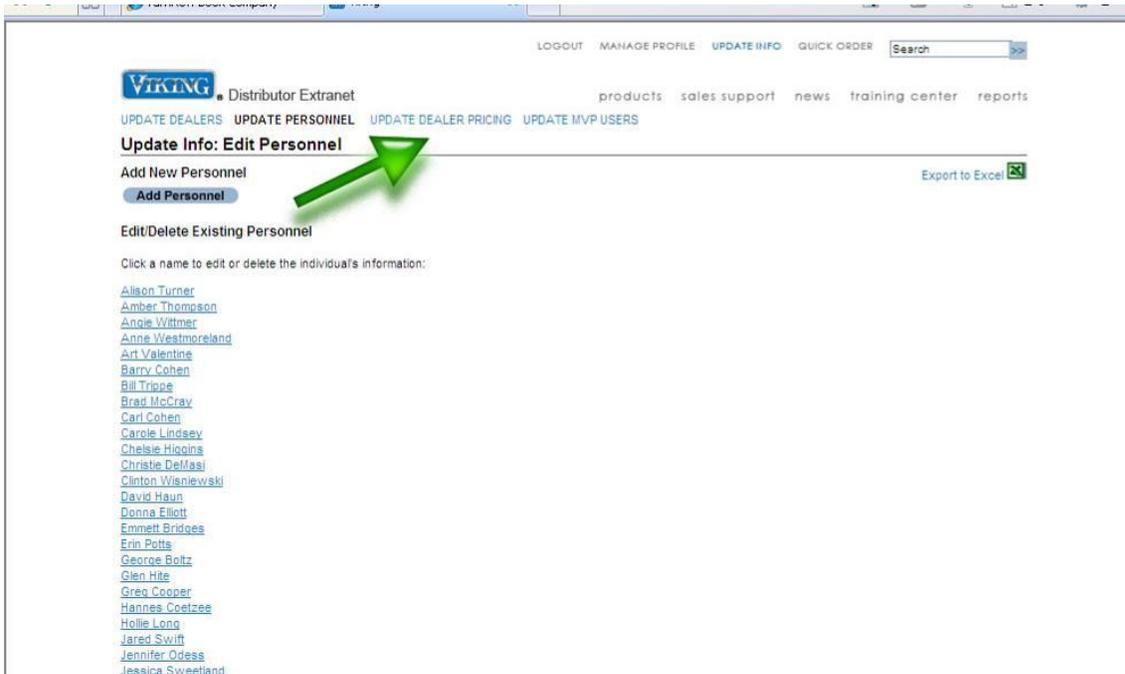


The screenshot shows the Viking Range Distributor Extranet login page. At the top left is the Viking logo followed by the text "Distributor Extranet". Below this is a "Login Now" link. A horizontal line separates the header from the main content. The main content begins with the instruction: "To access the extranet, please enter your username and password below." This is followed by a section titled "Required fields" which contains two input fields: "User name" and "Password". Below these fields is a blue "Login" button. A link for "Forgot your user name or password?" is located below the button. At the bottom of the page, there is a copyright notice: "©Registered Trademark™ of Viking Range Corporation. All contents © 2009 Viking Range Corporation. All Rights Reserved." and two links: "SERVICE EXTRANET" and "CULINARY EXTRANET".

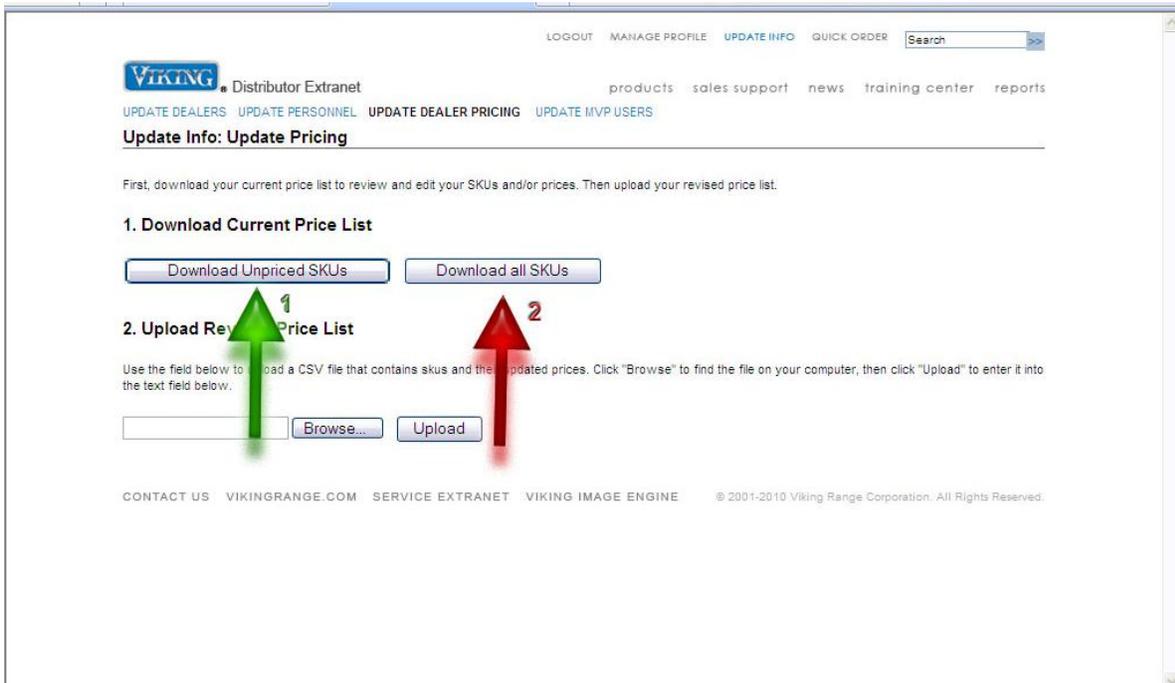
Click on the "UPDATE INFO" link located at the top of the webpage.



Next, click on the "UPDATE DEALER PRICING" link.



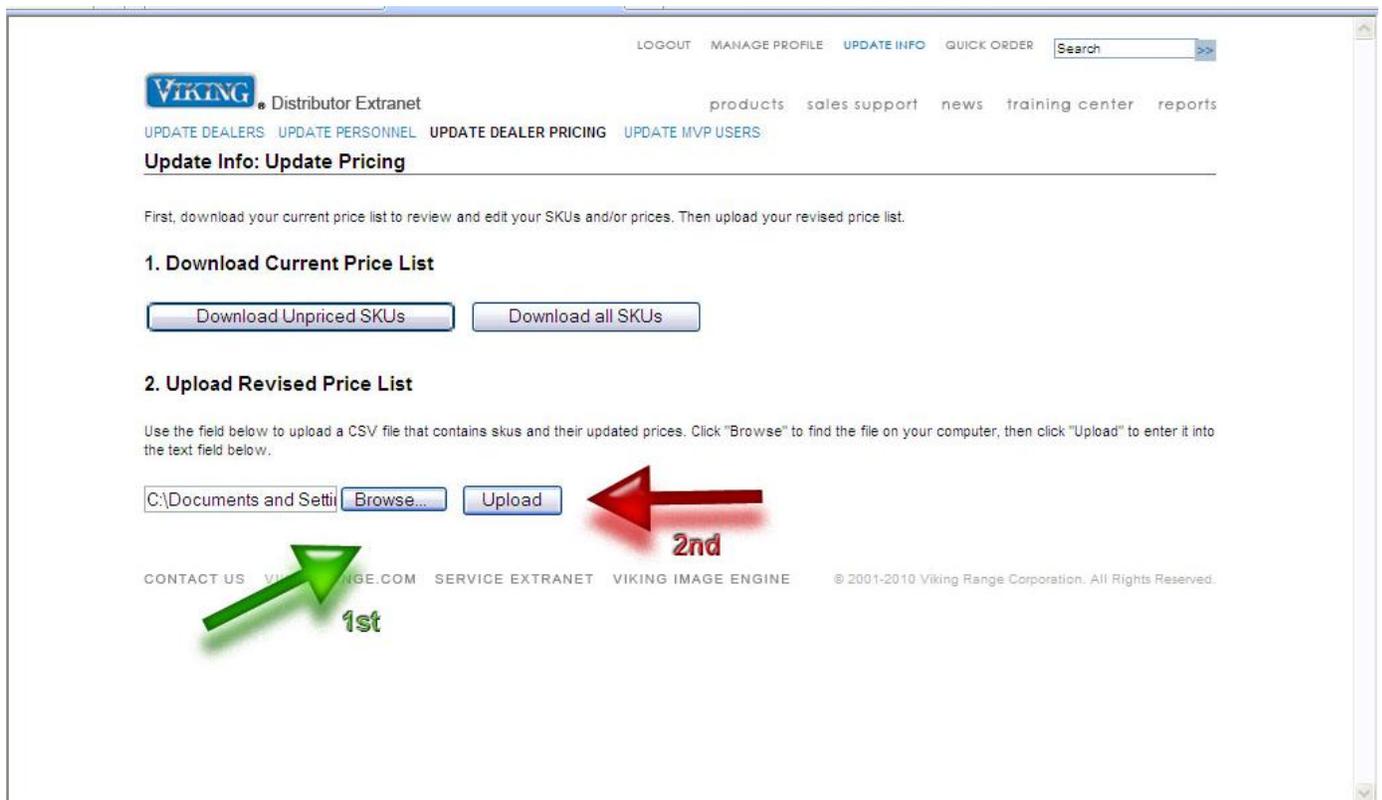
- At this point, you have two options. You can 1: click on the “Download Unpriced SKUs” button to download the list of unpriced skus, or you can 2: click on the “Download all SKUs” button to download all the skus.



- After downloading either list, open the file to edit it. Place the new pricing in Column G, which is the “Set New UMRP Here” column. When editing the file, make sure that the number format is “General” and no commas or dollar signs are used, as this will cause errors when uploading your price list. (Ex: use 1234, not 1,234 or \$1,234)

	A	B	C	D	E	F	G
1	Sku Id	Sku Name	Dist. Price	Current Dealer Cost	Set New Dealer Cost Here	Previous UMRP	Set New UMRP Here
2	2216	ACFVUC	11				
3	294657	AD51620SS	151				
4	294677	AD52820SS	231				
5	4193	B30HS24SS	273				
6	54273	B36HS24SS	307				
7	82179	B48HS24SS	374				
8	218149	B60HS24SS	459				
9	4710	BD4OZ	13				
10	4713	BDCK	65				
11	378486	BG10736SS	142				
12	378489	BG10748SS	164				
13	255383	BKEDO	42				
14	43236	BKS24SS	59				
15	4722	BKS30SS	67				
16	4725	BKS36SS	75				
17	4728	BKS42SS	87				
18	4731	BKS48SS	104				
19	4737	BKS60SS	129				
20	4740	BKS66SS	158				
21	95909	BPR	15				
22	105182	BPT	20				

Once the file has been edited, save your change (s) and return to the web browser. 1<sup>st</sup>: Click on the “Browse...” button and navigate to the location of the file you just edited. Once it is loaded, 2<sup>nd</sup>: click on the “Upload” button.



4. If your file uploaded successfully, you will see the following message:

LOGOUT MANAGE PROFILE UPDATE INFO QUICK ORDER Search >>

**VIKING** Distributor Extranet products sales support news training center reports

UPDATE DEALERS UPDATE PERSONNEL UPDATE DEALER PRICING UPDATE MVP USERS

**Update Info: Update Pricing**

First, download your current price list to review and edit your SKUs and/or prices. Then upload your revised price list.

**1. Download Current Price List**

Download Unpriced SKUs Download all SKUs

File Upload successful: unpriced\_price\_list.csv ←

**2. Upload Revised Price List**

Use the field below to upload a CSV file that contains skus and their updated prices. Click "Browse" to find the file on your computer, then click "Upload" to enter it into the text field below.

Browse... Upload

CONTACT US VIKINGRANGE.COM SERVICE EXTRANET VIKING IMAGE ENGINE © 2001-2010 Viking Range Corporation. All Rights Reserved.

5. If you get an error message, please recheck your file and make sure that your new prices are added in the "Set New Dealer Cost Here" column, and also make sure your values are in "General" format (no commas ( , ) or dollar signs ( \$ )).

Note: Please note that your pricing will not change immediately on the MVP. A process will automatically run every morning at 7am Central time, Tuesday – Saturday, that will pick up any changes that are made. **NOTE:** Quotes cannot be assigned to dealers or salespeople without all skus on quote being priced.

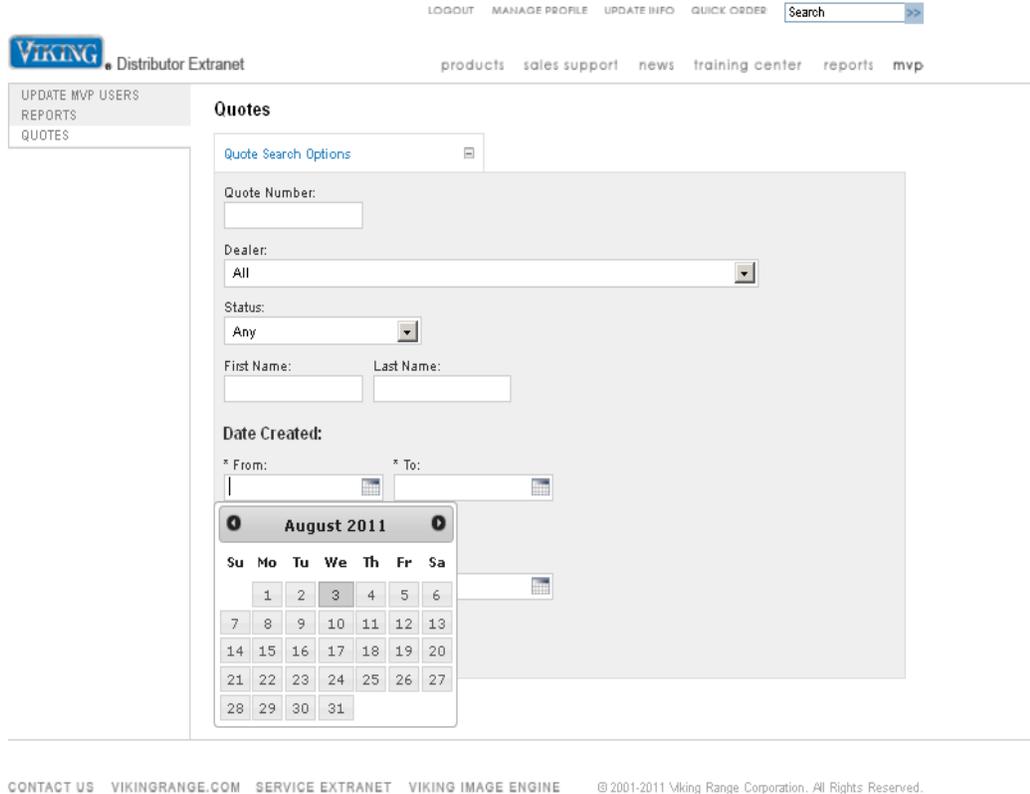
**c. Quote Reports – Distributors have the ability to assign and manage all quotes via the Extranet.**

1. To view quotes, go to “QUOTES” under the “MVP” section of the distributor extranet.

The screenshot displays the Viking Distributor Extranet interface. At the top, there is a navigation bar with links for LOGOUT, MANAGE PROFILE, UPDATE INFO, QUICK ORDER, and a search box. Below this is a secondary menu with links for products, sales support, news, training center, reports, and mvp. On the left side, there are four main menu items: 'Update dealer information or distributor personnel information.' with a sub-link 'update info'; 'Upload or enter your purchase order.' with a sub-link 'quick order'; 'Access account information, order status, shipment status, and more Reports.' with a sub-link 'reports'; and 'Cost Schedules, Point of Purchase Items, Brochures' with a sub-link 'More Sales Support >>' and a sub-link 'sales support'. The main content area features a large image of a kitchen with Viking appliances. Below the image is a headline 'Viking Introduces New Custom Professional Products' and a paragraph of text: 'Welcome to Viking Product Bulletin #11-01. This edition contains information regarding the release of new custom professional products. These products include: Single and Double Premiere and Select Built-in Electric Wall Ovens, Freestanding/Built-in Microwaves and Trim Kits, and Built-in Electric Warming Drawers.' A link 'Read The Full Story >>' is positioned below the text. On the right side, a dropdown menu is open under the 'mvp' link, showing options for 'UPDATE MVP', 'USERS', 'REPORTS', and 'QUOTES'. At the bottom of the page, there is a footer with the text: 'CONTACT US VIKINGRANGE.COM SERVICE EXTRANET VIKING IMAGE ENGINE © 2001-2011 Viking Range Corporation. All Rights Reserved.'

Quote Search

- b. Drop down the search options to search for quotes by the following:
  - 1. Quote number: ex: gl11111111
  - 2. Dealer: in which the quote is assigned
  - 3. Status: of the quote
  - 4. Quote Owner: First and Last Name
  - 5. Date Created: Range of dates - **Must be Included**
  - 6. Last Updated: Range of dates in which the quote was updated
- c. Click "SEARCH" button to view results.



LOGOUT MANAGE PROFILE UPDATE INFO QUICK ORDER Search >>

**VIKING** Distributor Extranet products sales support news training center reports.mvp

UPDATE MVP USERS  
REPORTS  
QUOTES

### Quotes

Quote Search Options

Quote Number:

Dealer:  
All

Status:  
Any

First Name:  Last Name:

Date Created:  
\* From:  \* To:

**August 2011**

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

CONTACT US VIKINGRANGE.COM SERVICE EXTRANET VIKING IMAGE ENGINE © 2001-2011 Viking Range Corporation. All Rights Reserved.

2. Quote Search Results –

- a. “EXPORT TO EXCEL” – allows you to save or view your search results in a Microsoft Excel spreadsheet. Once exported to Excel, you can sort as needed.

Click a heading to sort by that column.

Export to Excel

Prev ◀ 1 ▶ Next

Updated	Created	Number	Dealer	Salesperson	Customer	Source	Amount	Status	Action
05-13-2010	05-05-2010	gl44737887	Assign		Aaron Fawcett	Consumer	\$25,880.00	Overdue (Distributor)	View / Edit
05-13-2010	05-13-2010	gl45039292	Showcase Distributor Showroom(Contact)		Matt Finke	Showroom	\$5,257.20	Won	View / Edit
05-09-2010	05-06-2010	gl44798115	Showcase Distributor Showroom(Contact)		Brenda Buckman	Consumer	\$1,000.00	Overdue (Dealer)	View / Edit
05-06-2010	05-05-2010	gl44737341	Price before assigning		Aaron Fawcett	Consumer	Unpriced SKU	New: Followup Required	View / Edit
05-06-2010	05-05-2010	gl44727782	Showcase Distributor Showroom(Contact)	Aaron Fawcett	Aaron Fawcett	Consumer	\$18,915.00	Assigned	View / Edit
04-05-2010	04-05-2010	gl43710330	Assign		Matt Finke	Consumer	\$4,095.00	New: To Assign	View / Edit
04-05-2010	04-05-2010	gl43710445	Showcase Distributor Showroom(Contact)		Matt Finke	Showroom	\$5,257.20	New	View / Edit
04-05-2010	04-05-2010	gl43710473	Showcase Distributor Showroom(Contact)		Tim Tyler	Showroom	\$2,641.60	New	View / Edit
04-05-2010	04-05-2010	gl43719670	Showcase Distributor Showroom(Contact)			Showroom	\$4,746.30	New	View / Edit
		Total: 9					Total: \$67,792.30		

Export to Excel

Prev ◀ 1 ▶ Next

b. Search results:

1. Click the heading to sort by that column
2. Updated: Date the quote has last been updated by distributor or dealer.
3. Created: Date that the quote was created
4. Number: Unique quote id
5. Dealer: displays
  1. Dealer name when assigned
    - a. Click “CONTACT” to email this dealer
    - b. MVP email must be complete in the dealer update section of the extranet.
  2. Assign when quote needs assigning – this can take up to 20 minutes to show up in MVP.
  3. Price before assigning when a product is missing a price
    - a. Update price list in order to assign quote
6. Salesperson: person to which the quote is assigned to follow-up on My Viking Planner
7. Customer: Customer name
8. Source:
  1. Consumer – Request-a-Quote generated from vikingrange.com
  2. Showroom – My Viking Planner generated.
9. Amount: displays
  1. Total of the quote
  2. Unpriced Sku when a product is missing its price in the price list. Click this link to go to price list update.
10. Status: displays
  1. New /Assign – when quote need to be assigned to a dealer
  2. New – when a quote is new to a dealer
  3. Assigned – when a quote is assigned to a salesperson or dealer

4. New: Followup Required – when a quote error has to be addressed before assigning to the dealer. This will display in yellow. You can see the followup action required under the dealer column.
5. Overdue (Dealer) – Dealer has not updated the status. This will display in red after 48 hours.
6. Overdue (Distributor) – Distributor has not assigned to a dealer. This will display in red after 48 hours.
7. Won – quote has been sold
8. Lost – quote was not sold
9. Pending – error occurred. Contact [support@myvikingplanner.com](mailto:support@myvikingplanner.com) when this is displayed
10. Dealer Deactivated – assigned to a dealer who has been deactivated, please open and reassign to an active dealer
11. Click to “VIEW/EDIT” to view quote details

### 3. Quote Details –

The screenshot shows the 'Quote Details' page in the Viking Distributor Extranet. At the top, there are navigation links: LOGOUT, MANAGE PEOPLE, UPDATE INFO, QUICK ORDER, and a search bar. The Viking logo and 'Distributor Extranet' are on the left. A sidebar contains 'UPDATE MVP USERS', 'REPORTS', and 'QUOTES'. The main content area is titled 'Quote Details' and shows 'Created: 07/22/2011. Last updated: 08/01/2011.' Below this are buttons for 'Return to List', 'Save Changes', and 'Delete Quote'. The quote information includes 'Quote Number: gl61281364' and 'Grand Total: \$7,199.00'. A table lists the product details: '36" Quiet Cool™ Bottom-Mount Refrigerator/Freezer - VCBB', 'Professional Series', 'VCBB536RSS', 'Finish: Stainless Steel (SS)', 'Accent: No Brass Accent (None)', and 'Door Hinge: Right Hinge/Left Handle'. The 'Product and accessories subtotal' is \$7,199.00. On the right, the 'Status & Notes' section shows the 'Distributor' dropdown set to 'Showcase Appliance Distributing INACTIVE'. Below this is a 'Find a Dealer' pop-up window with a 'Postal Code (Required)' field and a 'Search' button. Further down are fields for 'Status: New', 'Timing:', 'Salesperson:', and 'Customer Information' (Customer first name, Customer last name, Address, Address 2, City, State/Province, Country, Postal code, Email, Home phone, Business phone, Mobile phone).

- a. Displays all information tied to the quote
- b. Allows you to assign this quote to a dealer. To assign
  1. Click search to search for a dealer by the postal code. On pop-up window locate the desired dealer.
  2. Use dealer drop down to select desired dealer.
  3. Click “Save Changes” to assign to that dealer.
  4. The quote will then be viewable on that dealers My Viking Planner system, and an email, see sample, will be sent to that dealer. Note: Updates can take up to 15 minutes to be viewable.

c. Dealer Email

**Viking** Professional Performance for the Home™

A customer at VikingRange.com has submitted a new quote request, and we have assigned it to you. Please follow up with the customer as soon as possible.

Sincerely,  
Showcase Appliance Distributing INACTIVE

[Review and Follow Up](#)

<b>Quote number:</b> gl81788860	<b>Grand total:</b> \$2,809.00	<b>Customer Information</b>
		Customer first name: Nathan
		Customer last name: Chantara
		Address: 88 UNION AVE
		Address 2:
		City: MEMPHIS
		State/Province: TN
		Country: US
		Postal Code: 38103
		Email: nchantara@lokion.com
		Home Phone: 777-888- 9999
		Business Phone:
		Mobile Phone:

<b>30" Custom Sealed Burner Range - VGCC</b>	\$2,351.00
Custom Series VGCC5304BSS	
Finish: Stainless Steel (SS)	
Accent: No Brass Accent (None)	
Burner Configuration: VGCC530-4B	
Fuel Type: Natural Gas	
<b>Installation Accessories:</b>	
8" H. Backguard P30BG6SS	\$113.00
High-Shelf B30HS24SS	\$255.00
<b>Accessories:</b>	
12" W. Portable Griddle for Sealed Burner Ranges/Rangetops and Outdoor Side Burners SBPGD	\$90.00
Product and accessories subtotal:	\$2,809.00

**Quote grand total: \$2,809.00**

[Review and Follow Up](#)

II. MVP User Guide – This section describes general use of MVP.

1. Logging in the My Viking Planner:

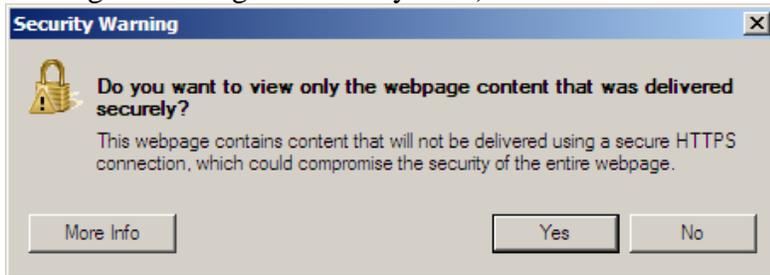
- Please download and use the current version of [Firefox](#) for optimal viewing of this site. IE8 will work; however you may have to alter your security settings for it to function properly. Please see “*Instructions using MVP in Internet Explorer 8*” below. Adobe Flash Player and Reader must be downloaded in order for MVP to function properly.
- Upon visiting <http://www.myvikingplanner.com>, you will be prompted to enter a login and password (See Figure A).
  - Logins for floor **Units** are provided by Viking and are assigned per **Unit** on a showroom/dealer floor. These logins should only be used on floor unit systems with the recommended hardware, which includes a touch screen, due to the differences in the visual display and user experience. Distributors can request these logins from Viking.
  - Logins for uses other than a floor unit, which are called **Agents**, are created by the Distributor on the extranet and are assigned per Salesperson at the dealer. These logins should not be shared or used by multiple systems at the same time. Each **Agent** user name will show

up in the list of Salespersons when assigning a specific Salesperson to a quote.

- If for some reason you are unable to remember a Unit or Agent login, please contact your distributor who manages the list of logins. Unit logins can be retrieved by Distributors from Viking if needed, and Agent logins can be retrieved by Distributors from the Viking Extranet.
- If for some reason you have forgotten your password, use the “Forgot Your Password?” button on the home screen to have your password emailed to the email address assigned to your specific login (See Figure B). If for some reason you do not receive an email, please check with your Distributor to find out what email address is assigned to your user account. Once an **Agent** is logged into MVP, they will have the capability to reset their password to whatever is desired (See Figure C).

#### Instructions Using MVP in Internet Explorer 8:

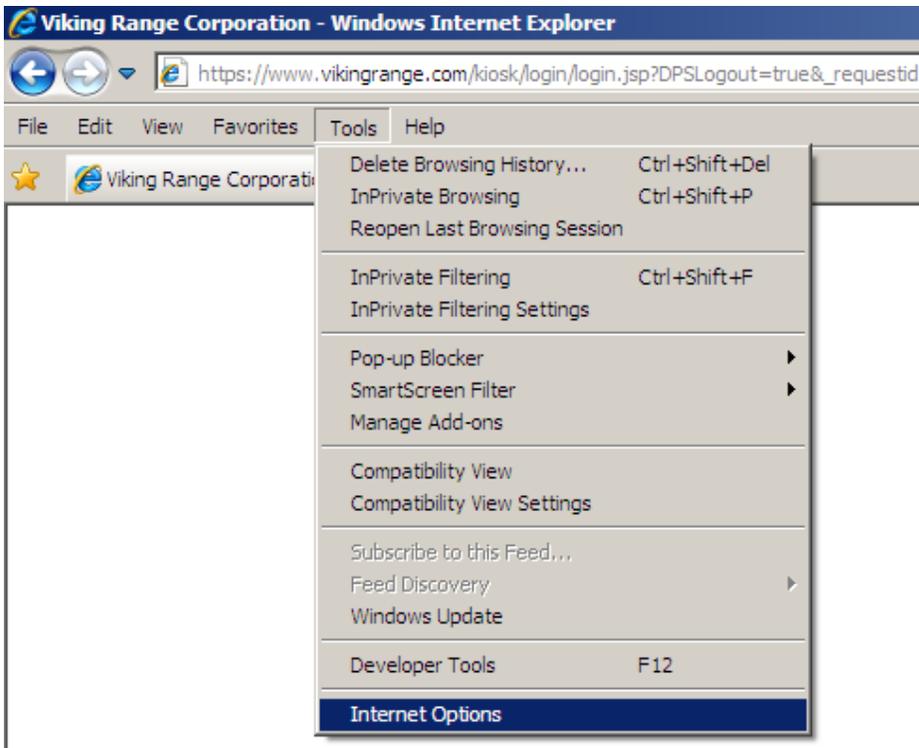
- If you are seeing the below pop-up while logging in and using MVP, or seeing certain functionality is not working with MVP, please follow the below instructions to resolve these issues. (Note: Clicking “Yes” here disables some functionality required to run the MVP system. Clicking “No” would allow the site to work, but further pop-ups will appear through-out using the MVP system.)



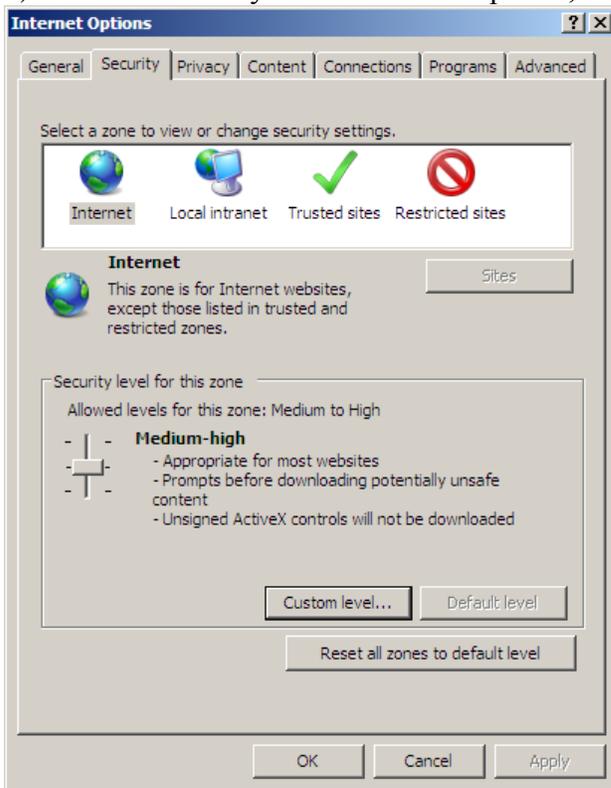
- Please email [support@myvikingplanner.com](mailto:support@myvikingplanner.com) with any issues that arise after you have completed the following steps. In order to help you better, please provide the log in and password that you were using when experiencing problems, exact steps taken when the error occurred, frequency of the occurrence, and a screen shot of the error when it occurred.

To resolve security issues when accessing MVP using Internet Explorer 8:

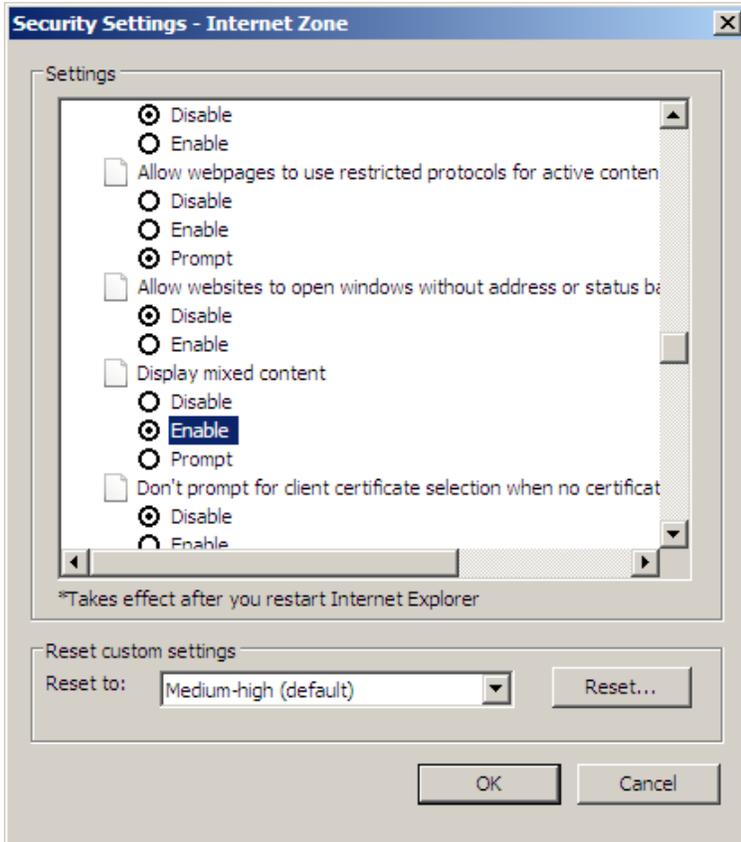
- 1) On the browser bar, select “Internet Options” under “Tools”.



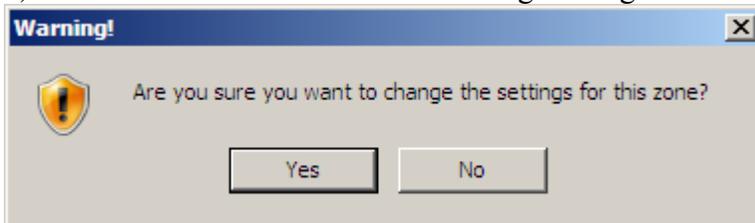
2) On the “Security” tab of internet options, click the “Custom level...” button.



- 3) Scroll down to the “Miscellaneous” section and further to “Display mixed content”, and select the bubble to “Enable” this content.
  - a. If this has been set to “Prompt” you will see the security pop-ups.
  - b. If this has been set to “Disable” you will not see pop-ups but the functionality will be disabled.



- 4) Click “OK” and “Yes” to the warning message.



- 5) Click “Apply” and then “OK”.

Figure A:

A login form with a white background and a thin border. It contains the following elements from top to bottom: a label 'Login' above a text input field; a label 'Password' above a text input field; a 'Login' button; and a link that says 'Forgot your username or password?'.

Figure B:

## Forgot Your Password?

We'll email your login information to you. Please enter your user name below.

**Login:**

Forgot Password

Return to Login

Figure C:

Showcase Distributor Showroom  
362-455-1200

My **VIKING** planner

Disable Virtual Keyboard

CLEAR

LOGOUT

CHANGE PASSWORD

Reset  
password  
button

Navigation bar with a home icon, left and right arrows, and menu items: BROWSE PRODUCTS, MY KITCHEN, QUOTE SEARCH. A search input field with a search icon is on the right.



## My Viking Planner Home Screen

- The home screen includes:
  - Disable Virtual Keyboard to disable keyboard pop-up that is used for touch screen units.
  - CLEAR button to clear products in the My Kitchen.
  - LOGOUT button to Logout and return to Login screen.
  - BROWSE PRODUCTS button to begin viewing and adding products to My Kitchen or view Retired Model Documentation
  - MY KITCHEN button to view items added to My Kitchen.
  - QUOTE SEARCH to view and search for previously saved quotes for the dealer.
  - Enhanced SEARCH field to search products using model #s on My Viking planner.
  - Viking product promotions.
  - Distributor current promotions. Distributors should submit promotion copy to Viking, along with a document (in the form of a pdf or jpeg) or URL to a specific a page within the kiosk to link to.

Showcase Distributor Showroom  
662-455-1200

Disable Virtual Keyboard  CLEAR LOGOUT

Disable Virtual Keyboard pop-up (keyboard used for touch screen)  
Clear Quote Button  
Logout Button

Navigation Buttons with Home Button

Viking Promotions

VIKING designer

THE COMPLETE VIKING KITCHEN. COMPLETELY DIFFERENT.

Beneath the sleek exterior, the Designer Series delivers heavy-duty culinary power. Its standard sizing and subtle contours simply ensure it fits into your kitchen - and fits in with your design.

Distributor Promotions

FREE Viking 11" non-stick Fry Pan with purchase of any Viking Cooktop or Rangetop!

FREE Viking 5-quart Stand Mixer with purchase of any Viking Range

FREE Viking 6-quart Casserole Pan with purchase of any Viking Built-In Oven

FREE Viking 8-piece Cookware Set with purchase of any full Viking Kitchen

## 2. Browse Products Section:

- This section allows you to
  - Drill down to a product section by product categories.
  - Click to view a list of retired products for documentation.

Showcase Distributor Showroom  
662-455-1200

My **VIKING** planner

Disable Virtual Keyboard  CLEAR LOGOUT

←  → BROWSE PRODUCTS MY KITCHEN QUOTE SEARCH SEARCH >>

The Complete Viking Kitchen. Completely Different.

Product Categories

-  Cooking
-  Ventilation
-  Refrigeration
-  Wine Cellars
-  Kitchen Cleanup
-  Outdoor
-  Accessories
-  Documentation for Retired Models

Home > Browse Products

Browse list of retired products for documentation

### 3. Product Category Page:

- This page allows you to:
  - Filter the products in your view by product attributes, such as series, size, and burner type. Click left and right arrows to scroll through more product search results.
  - Click to view details of products in your view.

Showcase Distributor Showroom  
662-455-1200



Disable Virtual Keyboard

CLEAR

LOGOUT



#### Freestanding Ranges

Filtered Search

Which series / style?

Professional Series

Designer Series

All

How much space do you have?

All  24  30  36  42  48  60

What burner type do you prefer?

All  Open  Sealed  Not Applicable

What fuel type will you use?

All  Gas  Dual Fuel  Electric  Induction

#### Products Results from Filtered Search



Home > Browse Products > Cooking > Freestanding Ranges

#### 4. Product Detail Page

- This page allows you to:
  - Pan and Zoom configured product images and alternate images. Note: To return back to viewing the configured product when viewing an alternate image, click a configurable property to the right. Note: Please have current version of [Adobe Flash Player](#) installed in order to view configured product images and alternate images.
  - Select and configure product options.
  - Select installation accessories, product accessories, and related products.
  - Click to view additional information such as Features, Specs and Downloads, Warranty, and More Info for detailed product information.
  - View configured product SKU, product price, and total price including selected accessories and related products.
  - Click “Add to My Kitchen” to add to current “My Kitchen” quote

Showcase Distributor Showroom  
662-455-1200

My **VIKING** planner

Disable Virtual Keyboard  CLEAR LOGOUT

◀ ▶ BROWSE PRODUCTS MY KITCHEN QUOTE SEARCH SEARCH ▶▶

48" Custom Seal Custom Series Additional Product Information Configured Product SKU and price VGCC5488BSS \$5,257.20  
Total for product and all accessories: \$5,257.20

Overview Features Specs & Downloads Warranty More Info Add to My Kitchen

Image Viewer

Alternate Images

Compatible Product Accessories

Product Configuration Options

Exclusive Finishes

Accent Options

Fuel Options

Burner Configuration

Installation Accessories

Accessories/Related Products

Shown with optional backguard - P48BG8

Home > Browse Products > Cooking > Freestanding Ranges > 48" Custom VGCC Range

- If “See Salesperson” or “See Sales Person for Pricing” messages show in place of pricing on any section of a product detail page, contact your Distributor. Distributors should initially check that the SKU and price are included in the price list found in the Extranet. If the price and SKU are in the price list, Distributors should provide Viking with the specific SKU and product page URL in which the message appears. Note: You will not be able to “Add to My Kitchen” without pricing.
- If there is any content or images that you believe may be incorrect, please notify your Distributor. Distributors should then provide Viking with the page URL and what content on that page is believed to be incorrect.

- Product Detail Page – Accessories

- Installation Accessories can include

- Included Installation Accessories. Accessories that come with the product and are include in the product's price.

**Included**  
These accessories are included:



Island Trim  
P48T1SS

- Required Installation Accessories. List from which one accessory must be chosen to be included with product.

**Required**  
You must select one accessory from this set:

	600 CFM Interior-Power Ventilator Kit D1V600 \$258.70	Selected <input checked="" type="radio"/>
	900 CFM In-Line Ventilator Kit D1L900 \$555.10	Select <input type="radio"/>
	1200 CFM In-Line Ventilator Kit D1L1200 \$655.20	Select <input type="radio"/>
	900 CFM Exterior-Power Ventilator Kit	Select <input type="radio"/>

- Optional Installation Accessories. Optional accessories that may be needed for certain product installations.

**Optional**  
When purchasing your product, you may need the following:

	8" H. Backguard P48B06SS \$180.70	Select <input type="radio"/>
	High shelf B48HS24SS \$455.00	Select <input type="radio"/>
	Countertop Rear Trim P48CRTSS \$32.50	Select <input type="radio"/>
	Countertop Side Trim P24CSTSS \$72.80	Select <input type="radio"/>
	Curb Base Front P48CBF4SS \$131.30	Select <input type="radio"/>

## 5. Documentation for Retired Models –

- This page allows you to:
  - View available documentation for a list of retired models.
  - Click product category to view list of products with available documentation in that category.
  - Scroll to find a specific product and click to drop down list of available documentation for that product.
  - Click View to open document in Adobe Reader. Note: Please have current version of [Adobe Reader](#) installed; failing to do so could cause errors in document loading.

Showcase Distributor Showroom  
662-455-1200

My **VIKING** planner

Disable Virtual Keyboard  CLEAR LOGOUT

← Home → BROWSE PRODUCTS MY KITCHEN QUOTE SEARCH SEARCH »

Product Categories

Documentation For Retired Models

Cooking Refrigeration Wine Cellars Kitchen Cleanup Outdoor

24" Char-Grill Companion Range - VGIC List of Products +

24" Griddle Companion Range - VGIC +

24" Sealed Burner Rangetop - VGRT -

View Specs

View Installation Instructions

View Use and Care Manual

Documentation

Home > Browse Products > Documentation for Retired Models

## 6. My Kitchen

- This page allows you to:
  - View, edit, and remove products from your current “My Kitchen” quote.
  - Click CLEAR button to remove all products in current “My Kitchen” quote.
  - Click REMOVE button to the right of a product to remove that product.
  - Click EDIT button to the right of a product to return to product detail page and edit product options.
  - Click EMAIL TO CUSTOMER to email the quote to the customer.
  - Click NEXT button to start the process of saving the quote. NOTE: Items in “My Kitchen” are not saved until quote is created. If you log out for some reason, the items in “My Kitchen” will not remain.

Showcase Distributor Showroom  
662-455-1200

My **VIKING** planner

Disable Virtual Keyboard  CLEAR LOGOUT  
CHANGE PASSWORD

BROWSE PRODUCTS MY KITCHEN QUOTE SEARCH SEARCH

My Kitchen  
- Created: 01/28/2010 Last updated: 10/21/2010

Product Information Customer Information Status and Notes

Custom Series - VDSC548T4GQMJ

Finish: Mint Julep (MJ)

Burner Configuration:  
VDSC548T-4GQ

Fuel Type: Natural Gas

Included Accessories:

Island Trim  
P48TISS Included

Total: \$12,049.00\*

View Specs & Downloads Print Privacy Policy Continue Shopping

- Click to VIEW SPECS & DOWNLOADS of all products in the quote.
- Click to PRINT “My Kitchen” quote.
- Click to view PRIVACY POLICY.
- Click CONTINUE SHOPPING to view and add more products to “My Kitchen”

- Fill out all available customer information in field provided. NOTE: This system will not allow you to continue if a partial address is entered or the address is not correct; therefore, if you don't have the full or correct address, leave all address fields empty.
- Verify with customer and fill in check box in order for them to receive follow up communication in the form of email.
- Click NEXT to proceed to save the quote.

Test Dealer Showcase  
901-412-9020



Disable Virtual Keyboard

CLEAR

LOGOUT

[←](#)
[Home](#)
[▶](#)
BROWSE PRODUCTS
MY KITCHEN
QUOTE SEARCH
SEARCH
▶▶

**My Kitchen**

- Created: 01/20/2010 Last updated: 01/20/2010

Clear

Product Information	Customer Information	Status and Notes
---------------------	----------------------	------------------

Next >

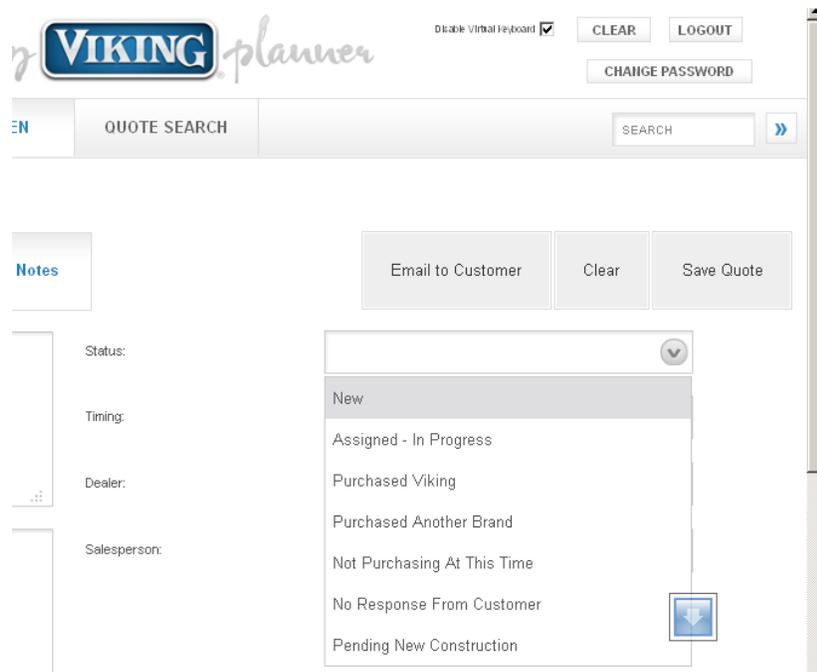
Quote name:	Quote for Smiths	State:	Mississippi <span style="float: right;">▼</span>
First name:	John	Postal code:	38930
Last name:	Smith	Home phone:	6624561200
Email address:	myvikingplanner@vikingrange.com	Business phone:	
Country:	United States <span style="float: right;">▼</span>	Mobile phone:	
Address 1:	111 Front Street	Yes, please send me periodic information about Viking via email. Viking Range Corporation respects your privacy. See our <a href="#">Privacy Policy</a> for more information.	<input checked="" type="checkbox"/>
Address 2:			
City:	Greenwood		

**Total: \$24,653.00**

View Specs & Downloads	Print	Privacy Policy	Continue Shopping
------------------------	-------	----------------	-------------------

[Home](#)

- Status and Notes:
    - Customer notes – Notes for the customer.
    - Dealer notes – Notes for the dealer. Source – displays the source of the quote. Showroom displays when the quote is create/edited on MVP. Consumer displays when quote has come from Request-a-quote.
    - Status – quote status. Select:
      - a. NEW when quote is created.
      - b. ASSIGNED IN PROGRESS when it is assigned to a Salesperson or Dealer.
      - c. PURCHASED VIKING when quote is complete and products are sold.
      - d. PURCHASED ANOTHER BRAND when quote is complete and has decided to purchase another brand.
      - e. NOT PURCHASING AT THIS TIME when quote is complete and customer has decided not to purchase at this time.
      - f. NO RESPONSE FROM CUSTOMER when communication with the consumer has failed.
      - g. PENDING NEW CONSTRUCTION when the customer is either waiting on construction or still shopping, etc.
- Note: once a quote is assigned, there is a 48 hour lead time to respond to the consumer and change the status of the quote. If nothing has been done in the first 48 hours, a notification will be sent to Viking and the respective distributor that follow-up is required. It is very important to keep the status of your quotes up-to-date.



- Timing – ask when the customer plans to purchase.
- Dealer – dealer to which the quote is assigned. NOTE: selecting another dealer in the list will remove the quote from the current dealer upon saving the quote.
- Salesperson – agent to whom the quote is assigned.
- Emails to Customer – date and details of emails sent out to the customer.
- Click SAVE TO QUOTE button to save quote to dealer account.
- Click EMAIL TO CUSTOMER button to review and email quote to customer.

◀ ▶
BROWSE PRODUCTS
MY KITCHEN
QUOTE SEARCH

▶▶

**My Kitchen**  
gl44798115 - Created: 01/25/2010 Last updated: 05/14/2010

Clear

Product Information
Customer Information
Status and Notes

Email to Customer
Save to Quote

Customer Notes

Dealer Notes

Source:

Showroom

Status: Assigned ▼

Timing: 1-2 weeks ▼

Dealer: Showcase Distributor Showroom - Greenwood, MS ▼

Salesperson: Matt Finke ▼

Emails to Customer:

Date	Dealer	View
5/14/2010	Showcase Distributor Showroom	<a href="#">View</a>

**Total: \$1,000.00**

View Specs & Downloads
Print
Privacy Policy
Continue Shopping

- Email quote –
  - Check customer information and fill in personal message, if desired.
  - Click PREVIEW to see email before sending. Note: You can edit the first paragraph for a custom message if you desire, otherwise the generic response will be included.
  - Click SEND to send email to customer.

Showcase Distributor Showroom  
662-455-1200



Disable Virtual Keyboard

CLEAR

LOGOUT

Navigation bar with buttons: BROWSE PRODUCTS, MY KITCHEN, QUOTE SEARCH. Includes a search input field with a SEARCH button and a right arrow button.

Quote Details: gl44798115

Send this quote to a customer:

Customer first name:

Customer last name:

Customer title:  ▼

Customer email:

Message to customer:

Quote Details: gl447981

Send this quote to a customer:

Customer first name:

Customer last name:

Customer title:

Customer email:

Message to customer:

**Preview Email** [X]

To: Jane Doe (customeremail@vikingrange.com)  
From: matt@vikingrange.com  
Subject: Your Viking Quote (No. gl44798115)

 Professional Performance for the Home™

Dear Mrs. Jane Doe,

Thank you for your interest in Viking products for your home. It was a pleasure to be able to work with you in developing this quote based on your input and selections. I have attached the specifics of the quote below and look forward to placing an order for you at your direction.

Please contact us when you are ready

Sincerely,

Showcase Distributor Showroom  
111 Front Street  
Greenwood, MS 38930  
662-455-1200

**My Viking Quote**

	<b>30" Custom Sealed Burner Range - VGCC</b> \$0.00 Custom Series [VGCC530-IBIB] Finish: <b>Iridescent Blue (IB)</b> Accent: <b>No Brass Accent (None)</b> Burner Configuration: VGCC530-IB
---	---



## 7. Quote Search –

- Once a quote is created using MVP or assigned from Request-a-Quote, the quote is retrievable in the quote search section.
- This page allows you to:
  - View all quotes created by the dealer. Note: Default quote search results show all quotes created in the past week.
  - Drop down search options to modify results.
  - Click arrows to view more results.
  - Click DETAILS next to the quote to view quote details. Log in and password required.
  - Ability to update the Status of the quote – strongly recommended to keep all quotes updated to avoid delinquent email notifications.
  - Click DELETE next to the quote to delete the quote.

Showcase Distributor Showroom  
662-455-1200


Disable Virtual Keyboard

◀
▶
BROWSE PRODUCTS
MY KITCHEN
QUOTE SEARCH

**Quotes**

**Search Options** +

Showing results for: From [04/14/2010], To [05/14/2010]

Touch a heading to sort by that column:

Last Updated <span style="float: right;">⇅</span>	Created <span style="float: right;">⇅</span>	Number <span style="float: right;">⇅</span>	Quote Name <span style="float: right;">⇅</span>	Customer <span style="float: right;">⇅</span>	Salesperson <span style="float: right;">⇅</span>	Source <span style="float: right;">⇅</span>	Status <span style="float: right;">⇅</span>
05/14/2010 09:01 AM	05/06/2010 08:15 PM	gl44798115	gl44798115	Brenda Buckman	Marley Sullivan	Showroom	<div style="display: flex; justify-content: space-between;"> <span style="color: green;">Assigned</span> <div style="text-align: right;"> <input style="font-size: x-small;" type="button" value="Delete"/> <input style="font-size: x-small;" type="button" value="Details"/> </div> </div>

- Fill in any quote properties and click PERFORM SEARCH to modify results.

Test Dealer Showcase  
901-412-9020

My **VIKING** planner

Disable Virtual Keyboard  CLEAR LOGOUT

←  → BROWSE PRODUCTS MY KITCHEN **QUOTE SEARCH** SEARCH >>

Quotes

**Search Options** 

Quote Name:

Last Updated From:  

Last Updated To:  

Timing:  

Status:  

Salesperson:  

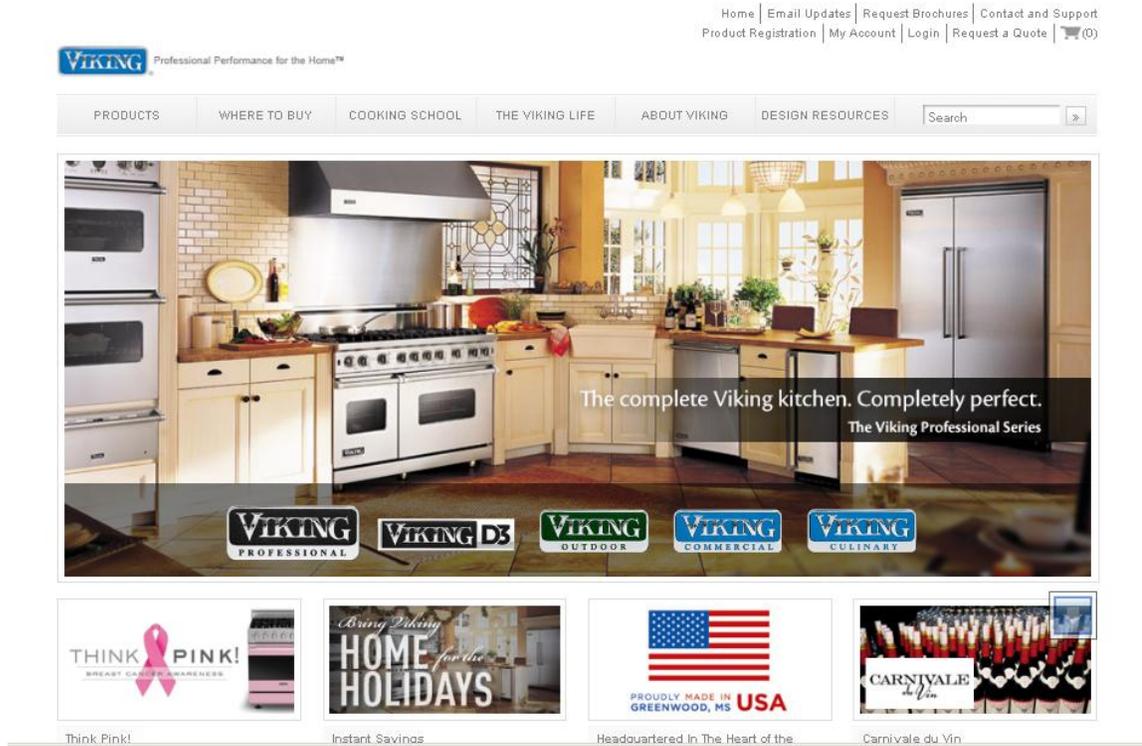
Number:

Customer First Name:

Customer Last Name:

**III. Request-a-Quote Consumer Experience – This section walks you through the customer experience on vikingrange.com and the ability to request a quote.**

1. Customer is on the home page of vikingrange.com and drills down to a product detail page.



2. The customer clicks into a product which takes them to the product detail page.

[Home](#) | [Email Updates](#) | [Request Brochures](#) | [Contact and Support](#)  
[My Account](#) | [Login](#) | [My Quote](#) | (0)

Professional Performance for the Home™

[PRODUCTS](#) | [WHERE TO BUY](#) | [COOKING SCHOOL](#) | [THE VIKING LIFE](#) | [ABOUT VIKING](#) | [DESIGN RESOURCES](#) |

---

**Offers and Rebates** | **Freestanding Ranges**

**Cooking**

- Freestanding Ranges
- Rangetops
- Cooktops
- Ovens
- Microwaves
- Warming Drawers

[Ventilation](#)  
[Refrigeration](#)  
[Wine Cellars](#)  
[Kitchen Cleanup](#)  
[Outdoor](#)  
[Countertop Appliances](#)  
[Cookware](#)  
[Cutlery](#)  
[Viking Gear](#)  
[Accessories](#)  
[Commercial Equipment](#)  
[Brochures](#)  
[FAQs](#)  
[Product Videos](#)  
[Specifications and Documentation](#)  
[Viking ENERGY STAR® Appliances](#)

**Professional Series** | **Designer Series**

[Find Products](#) | [Accessories](#) | [Where to Buy](#) | [Product Info / Support](#)

30" Custom Sealed Burner Range - VGCC	36" Custom Sealed Burner Range - VGCC	48" Custom Sealed Burner Range - VGCC	30" Custom Sealed Burner Self-Cleaning Range - VGSC
36" Custom Sealed Burner Self-Cleaning Range - VGSC	48" Custom Sealed Burner Self-Cleaning Range - VGSC	30" Custom Sealed Burner Dual Fuel Electronic Control Range - VDSC	36" Custom Sealed Burner Dual Fuel Electronic Control Range - VDSC
48" Custom Sealed Burner Dual Fuel Electronic Control Range - VDSC	30" Custom Sealed Burner Dual Fuel Range - VDSC	36" Custom Sealed Burner Dual Fuel Range - VDSC	48" Custom Sealed Burner Dual Fuel Range - VDSC

Page: 1 2

**Which series / style?**

Professional  Designer

**What size do you need?**

**Width:**

24  30  36  42  48  60

**What fuel type will you use?**

Gas  Dual Fuel  Electric  Induction

**What burner type do you prefer?**

Open  Sealed  Not Applicable

[Go to a specific product](#)

[SPECIFICATIONS & DOCUMENTATION](#) | [SAFETY RECALL INFORMATION](#) | [CAREERS](#) | [INTERNATIONAL](#) | [TERMS & CONDITIONS](#) | [PRIVACY POLICY](#) | [PURCHASE AGREEMENT](#) | [SHIPPING & RETURNS](#) | [SITE MAP](#)

Follow us on

© 2001 - 2010 Viking Range Corporation. All Rights Reserved.

3. The customer then clicks on the “REQUEST A QUOTE” button and a quote pop layer appears.

Home | Email Updates | Request Brochures | Contact and Support  
My Account | Login | My Quote |  (0)

**Viking** Professional Performance for the Home™

PRODUCTS | WHERE TO BUY | COOKING SCHOOL | THE VIKING LIFE | ABOUT VIKING | DESIGN RESOURCES |

---

Offers and Rebates | **36" Custom Sealed Burner Range - VGCC** | [Print Product Info](#)

Custom Series

Overview | Features | Options | Accessories / Related Products | Specs & Downloads | Warranty | More Info

Freestanding Ranges

Rangetops

Cooktops

Ovens

Microwaves

Warming Drawers

Ventilation

Refrigeration

Wine Cellars

Kitchen Cleanup

Outdoor

Countertop Appliances

Cookware

Cutlery

Viking Gear

Accessories

Commercial Equipment

Brochures

FAQs

Product Videos

Specifications and Documentation

Viking ENERGY STAR® Appliances



Shown with optional backguard - P30BG8

**Videos**



Braising Meat  
(5:11 minutes)



Cooking Green Vegetables  
(0:54 minutes)

**Recipes, Tips & Techniques**



Bite-Size Potato Ladies with Smoked Salmon and Creme Fraiche



Cooking Pasta

Customize a Viking Range with your desired features and accessories, and request a price quote from a local dealer. (U.S. & Canada only.)

[Request a Quote](#)

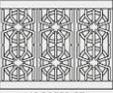
**Exclusive Finishes**

**Accent Options**

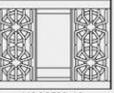
**Fuel Options**

Natural Gas
  Propane Gas

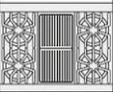
**Burner Configuration**



VGCC536-6B



VGCC536-4G



VGCC536-4Q

**Alternate Images**



**This product is available for purchase from an authorized Viking dealer near you.**

\*Postal Code (Required)  
  
(US and Canada only)

[Find a Dealer](#)

The new sealed burner gas range offers updated styling and even more exceptional features. The best can always be better. The Pro Sealed Burner System delivers precision control of 15,000 BTUs. And inside the oven, the combination of a 30,000 BTU u-shaped burner and GourmetGlo(TM) infrared broiler provide unrivaled power.

SPECIFICATIONS & DOCUMENTATION | CAREERS | INTERNATIONAL | TERMS & CONDITIONS | PRIVACY POLICY | PURCHASE AGREEMENT | SHIPPING & RETURNS | SITE MAP

SAFETY RECALL INFORMATION

Follow us on   

© 2001 - 2010 Viking Range Corporation. All Rights Reserved.

4. This popup later asks the customer to choose the various options and accessories that belong to that product. Click the "NEXT" button to move through each option.

The screenshot displays a product configuration popup for a Viking 36" Custom Sealed Burner Range (VGCC536BSS). The popup is titled "Options" and contains the following information:

- Product Name:** 36" Custom Sealed Burner Range - VGCC
- Series:** Custom Series [VGCC536BSS]
- Image:** A stainless steel Viking range with six burners and a large oven.
- Finish:** Stainless Steel (\$5)
- Accent:** No Brass Accent (None)
- Burner Configuration:** VGCC536-6B
- Fuel Type:** Natural Gas

At the bottom of the popup are two buttons: "Edit" and "Next".

The background website shows a navigation menu on the left with categories like "Cooking", "Freesta Ranges", "Rangertop", "Cooktop", "Ovens", "Microw.", "Warmers/Drawers", "Ventilation", "Refrigeration", "Wine Cellars", "Kitchen Cleanup", "Outdoor", "Countertop Appliances", "Cookware", "Cutlery", "Viking Gear", and "Accessories". Below the menu are sections for "Recipes, Tips & Techniques" featuring "Brasing Meat (5:11 minutes)", "Cooking Green Vegetables (0:54 minutes)", "Bite-Size Potato Ladies with Smoked Salmon and Creme Fraiche", and "Cooking Pasta".

At the bottom of the page, there is a "Find a Dealer" section with a text box for "Postal Code (Required)" and a "Find a Dealer" button. The footer includes links for "SPECIFICATIONS & DOCUMENTATION", "SAFETY RECALL INFORMATION", "CAREERS", "INTERNATIONAL", "TERMS & CONDITIONS", "PRIVACY POLICY", "PURCHASE AGREEMENT", "SHIPPING & RETURNS", and "SITE MAP".

5. After choosing accessories, the customer will click on “SAVE MY QUOTE”

The screenshot displays the Viking website's product configuration interface. A modal window is open, titled "To change any of these options, just click the Edit button below:". Inside the modal, under the "Accessories" section, there are four items listed with their respective images and selection buttons:

- 12" W. Portable Griddle for Sealed Burner Ranges/Rangetops and Outdoor Side Burners [SBPGD] - Selected
- Viking Hearth Stone [OHS18] - Select
- Broiler Pan and Tray [BPT] - Select
- Broiler Pan Rack [BPR] - Select

Below the accessories list, there is a "Previous" button and a "Save to My Quote" button. The background of the page shows the product page for a Viking range, with various navigation menus on the left (e.g., "Cooking", "Rangetops", "Ovens") and a "Recipes, Tips & Techniques" section featuring images of "Braising Meat" and "Cooking Green Vegetables". At the bottom, there is a "Find a Dealer" section with a "Postal Code (Required)" field and a "Find a Dealer" button.

6. This My Quote page will show what is in their quote and invite them to visit more categories to add more products. You can see the icons and links to the other categories at the bottom of this quote. After the customer has added all desired products, they will click the "SUBMIT MY QUOTE REQUEST" Button.

[Home](#) | [Email Updates](#) | [Request Brochures](#) | [Contact and Support](#)  
[My Account](#) | [Login](#) | [My Quote](#) | (0)

Professional Performance for the Home™

[PRODUCTS](#) | [WHERE TO BUY](#) | [COOKING SCHOOL](#) | [THE VIKING LIFE](#) | [ABOUT VIKING](#) | [DESIGN RESOURCES](#) |

---

**Viking Products Online** [Print](#)

**My Quote**  
 My Quote allows you to request a quote for a Viking product from an authorized dealer.  
 The products and accessories you've already selected are displayed below. You may add and customize additional products or, if you're satisfied with your choices, submit your quote request.

[Submit My Quote Request](#)

---



**36" Custom Sealed Burner Range - VGCC**

Custom Series  
[VGCC5364BSS]

Finish: **Stainless Steel (SS)**

Accent: **No Brass Accent (None)**

Burner Configuration: VGCC536-4B

Fuel Type: **Natural Gas**

Included Accessories: 1

Accessories: 1

[Remove](#) [Edit](#)

[Submit My Quote Request](#)

**Add more products:**

[Cooking](#)

[Ventilation](#)

[Refrigeration](#)

[Wine Cellars](#)

[Kitchen Cleanup](#)

[Outdoor](#)

---

[SPECIFICATIONS & DOCUMENTATION](#) | [CAREERS](#) | [INTERNATIONAL](#) | [TERMS & CONDITIONS](#) | [PRIVACY POLICY](#) | [PURCHASE AGREEMENT](#) | [SHIPPING & RETURNS](#) | [SITE MAP](#)

SAFETY RECALL INFORMATION Follow us on

©2001 - 2010 Viking Range Corporation. All Rights Reserved.

7. The customer will then be taken to this registration page where they will fill out their contact information.

[Home](#) | [Email Updates](#) | [Request Brochures](#) | [Contact and Support](#)  
[My Account](#) | [Login](#) | [My Quote](#) |

**VIRKING** Professional Performance for the Home™

[PRODUCTS](#) | [WHERE TO BUY](#) | [COOKING SCHOOL](#) | [THE VIRKING LIFE](#) | [ABOUT VIRKING](#) | [DESIGN RESOURCES](#) |

**If you are a new visitor, please register with Viking Range. Otherwise, login now. You will then be able to submit your quote request.**

**New Customer**

Please click below to create a new account.

[Create New Account](#)



**My Account Membership Highlights**  
 Enjoy member benefits such as online shopping when you create an account. Plus you can subscribe and manage your email communications, register your products, and more.



**Exclusive Benefits for Viking Major Appliance Owners**  
 Visit My Viking Kitchen to access important information about your products including product documentation, accessories, and registration history. Enjoy the latest recipes and more from Viking Cooking School, chosen especially for your products.

**Frequently Asked Questions about My Account**

[What features can I access with my account?](#)

[What account benefits are available for Viking major appliance owners?](#)

[How do I identify myself as a major appliance owner?](#)

**Returning Customer**

To access your account, please enter your email address and password below.

**\*Required fields**

**\*Email Address**

**\*Password**

Remember me? ([What is this?](#))

[Login and Submit Quote Request](#)

[Forgot your password?](#)

---

[SPECIFICATIONS & DOCUMENTATION](#) | [CAREERS](#) | [INTERNATIONAL](#) | [TERMS & CONDITIONS](#) | [PRIVACY POLICY](#) | [PURCHASE AGREEMENT](#) | [SHIPPING & RETURNS](#) | [SITE MAP](#)  
[SAFETY RECALL INFORMATION](#)

Follow us on

© 2001 - 2010 Viking Range Corporation. All Rights Reserved.

8. Once they fill out their contact information, they will be asked to submit their quote. After they submit they will get an on screen message that their quote has been submitted and a Viking dealer will contact them soon.

[Home](#) | [Email Updates](#) | [Request Brochures](#) | [Contact and Support](#)  
[My Account](#) | [Login](#) | [My Quote](#) |

**VIKING** Professional Performance for the Home™

[PRODUCTS](#) | [WHERE TO BUY](#) | [COOKING SCHOOL](#) | [THE VIKING LIFE](#) | [ABOUT VIKING](#) | [DESIGN RESOURCES](#) |

---

**Create a New Account**

Enjoy member benefits such as online shopping when you create an account. Plus you can

- subscribe and manage your email communications
- register your products
- view your online purchase history and more.

Then, enter *The Viking Life monthly giveaway* for the chance to win a Viking culinary product.

**\*Required**

\*Primary Email Address (will be used for login)

\*Confirm Primary Email Address

\*Password (Min 6 Characters)

\*Confirm Password

\*First Name  Middle Name  \*Last Name

\*Country

\*Address Line 1  Address Line 2

\*City  \*State/Province  \*Postal Code

\*Primary Phone (include area code and/or country code)

[Add alternate phone numbers](#)

Would you like to receive periodic information about Viking via email?  
 **Subscribe**  No Thanks

[Personalize your communication preferences](#)

[Tell us more about you](#)

Would you like to enter the giveaway?  
 **Yes**  No

Viking Range Corporation respects your privacy. See our [Privacy Policy](#) for more information.

Remember me? ([What is this?](#))

**Returning Customer**

Please [login](#).

[Forgot your password?](#)

---

[SPECIFICATIONS & DOCUMENTATION](#) | [SAFETY RECALL INFORMATION](#) | [CAREERS](#) | [INTERNATIONAL](#) | [TERMS & CONDITIONS](#) | [PRIVACY POLICY](#) | [PURCHASE AGREEMENT](#) | [SHIPPING & RETURNS](#) | [SITE MAP](#)

Follow us on

© 2001 - 2010 Viking Range Corporation. All Rights Reserved.

8. The customer will also receive an automatic email that contains a quote number and a summary of the products that they have submitted.

**From:** mvp@hadco.net [mailto:mvp@hadco.net]  
**Sent:** Friday, September 09, 2011 9:49 AM  
**To:** Matt Finke  
**Subject:** Your Viking Quote Request



Quote Request #gl63092469  
 Submitted September 9, 2011  
 See your detailed quote request below.

To ensure delivery of future emails from us regarding this request, please add "support@myvikingplanner.com" to your address book.

Dear Matt Finke,

You received this email because you submitted a quote request on VikingRange.com. We are happy to provide you with a quote for the Viking product(s) you selected. The prices that follow are an estimate of costs for your region. A Viking authorized dealer will contact you within 2 business days to provide you with more details regarding local pricing including National and Regional Rebate Promotions currently offered on many Viking products. This Viking dealer will also be happy to assist you with any question you may have about the performance features of Viking products.

To review your quotes, [log in](#) to your VikingRange.com account and click "My Quotes."

Thank you for your consideration of Viking. We look forward to talking to you soon and working together to enrich your culinary journey.

Sincerely,  
 Viking Range Corporation  
 Customer Service  
 1-888-845-4641  
 M-F, 8am - 5pm CT

Viking Authorized Regional Distributor  
 HADCO  
 770-932-7282

Receive exclusive recipes, cooking technique videos and news about upcoming culinary events and register to win FREE Viking products on our Facebook page: [www.Facebook.com/Viking](#)



#### My Viking Quote Request

Your quote request has been submitted  
 Quote number: gl63092469  
 Submitted: 9/9/2011

#### Products:



#### 36" Custom Sealed Burner Range - VGCC

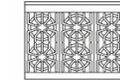
\$6,499.00\*

Custom Series  
 [VGCCS366BS5]

Finish: Stainless Steel (S5)

Accent: No Brass Accent (None)

Burner Configuration: VGCC536-6B



Fuel Type: Natural Gas

Island Trim

[P36TRSS]



Grand Total: \$6,499.00\*

\*This order qualifies for current Viking National Rebate Offers. This order may also qualify for additional regional offers not listed here. Please check [here](#) for details or visit your local Viking authorized dealer.

You may receive subsequent emails from support@myvikingplanner.com regarding your request. Viking also occasionally uses email to inform you about our products and services. If you have questions about this quote or have not been contacted within 2 business days, please contact: HADCO at 770-932-7282.

[Click here](#) to stay informed by emails from Viking Range.

See your local authorized Viking dealer for details and additional offers in your area.

This email was sent on behalf of: Viking Range Corporation, 111 W. Front St., Greenwood, MS 38930 USA.

This customer's quote request shows up in the quotes section of the distributor extranet. The distributor will view this quote and determine the dealer in which to assign the quote for follow-up.

The distributor will also receive an email when the customer requests a quote on vikingrange.com. Please note that once a quote is assigned to a dealer, it will take up to 15 minutes for the quote to appear in MVP/Extranet.

A customer at VikingRange.com has submitted a new quote request. Please review and assign to a dealer as soon as possible.

Sincerely,  
Viking Range Corp.

[Review and Follow Up](#)

Quote number: gl81788860

Grand total: \$2,809.00

**Customer Information**

Customer first name:  
Nathan  
Customer last name:  
Chantara  
Address: 88 UNION AVE  
Address 2:  
City: MEMPHIS  
State/Province: TN  
Country: US  
Postal Code: 38103  
Email:  
nchantara@viking.com  
Home Phone: 777-888-  
9999  
Business Phone:  
Mobile Phone:

<b>30" Custom Sealed Burner Range - VGCC</b>	\$2,351.00
Custom Series VGCC5304BSS	
Finish: <b>Stainless Steel (SS)</b>	
Accent: <b>No Brass Accent (None)</b>	
Burner Configuration: <b>VGCC530-4B</b>	
Fuel Type: <b>Natural Gas</b>	
<b>Installation Accessories:</b>	
8" H. Backguard P30BG8SS	\$113.00
High-Shelf B30HS24SS	\$255.00
<b>Accessories:</b>	
12" W. Portable Griddle for Sealed Burner Ranges/Rangetops and Outdoor Side Burners SBPGD	\$90.00
<b>Product and accessories subtotal:</b>	<b>\$2,809.00</b>

Quote grand total: \$2,809.00

[Review and Follow Up](#)

If you have any questions or comments regarding My Viking Planner or Request-A-Quote, please contact [support@myvikingplanner.com](mailto:support@myvikingplanner.com).