

DEC-TECHNICAL BULLETIN



Bulletin No: TB022 Version: v.01

Effective Date: 2021-05-13

Subject: **DEC-CLAD METAL – CUSTOM ORDER PROCESS**

- Product Pre-Installation Installation Repair Maintenance Other
 External Internal Use Internal Use Only

Target Audience: Territory Builders, Manufacturer Representatives, Customer Service Representatives.
Reason for Bulletin: To describe the general process and forms required to quote, order, and produce custom Dec-Clad metal orders.

Details:

Product Availability

Our standard Dec-Clad Metal is currently available in 24 gauge aluminum and G90 galvanized steel in the following products/profiles:

- Dec-Clad Sheet Metal - 8' x 4'**
- Dec-Clad Drip Edge - 2"x1.5"x1/2"x1/2"x8'**
- Dec-Clad Kickout - 3"x1/2"x1/2"x8'**

Upon request, we can custom fabricate varying profiles that are not readily available on our price pages.


Custom Dec-Clad Metal Quote, Order, and Production Process

All pricing for custom orders is calculated individually on a case by case basis.

1. Dec-Tec (Customer Service Representative/Sales Representative/Other) receives a request to quote a custom Dec-Clad metal order from a customer.
2. Dec-Tec representative ensures the **customer provides** the necessary information to complete a quote for a custom Dec-Clad metal order. The request must include:
 - Customer Name
 - Ship to Address
 - Contact Phone Number
 - Type of metal (Aluminum / Galvanized Steel)
 - Metal Color
 - Quantity Required
 - Estimated Project Start Date

- Drawing or Sketch (including all required dimensions, angles and an indication of what side the PVC coating is facing).

A **Custom Dec-Clad Metal Order Form** is available for the customer to use for quoting custom material. A current version of the **Custom Dec-Clad Metal Order Form** can be obtained in the Salesforce files library or from a Dec-Tec Customer Service Representative.



CUSTOM DEC-CLAD METAL ORDER FORM

Drawings provided must be accurate. All information requested on this form must be filled in before a quote or order can be processed. No refunds are available for custom orders.	
Date:	Company:
Contact Name:	Ship to Address:
Phone Number:	
IDENTIFY APPLICABLE REQUIREMENTS	
Piece Quantity:	Metal Type:
Estimated Project Start Date:	Metal Color:
ADD DRAWING IN SPACE PROVIDED	
Identify dimensions, angles, and what direction PVC is to face:	

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3. Complied quote information or Custom Dec-Clad Order Form is provided to the Dec-Tec Purchaser.
4. Purchaser requests a quote from selected Dec-Tec vendor(s).

NOTE: The person in direct communication with the customer must emphasize that the *Estimated Project Start Date* will not determine or guarantee the date that the custom material will be available on site. It is required information so that the Dec-Tec representative can help manage customer expectations regarding the custom order timeline. If materials will not be available before the project start date, the customer should be made aware so that adjustments can be made.

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5. Purchaser provides the custom material base price* to the Customer Service Representative.

*Price does not include markup or the cost of transit (for the custom order to reach its final location).

6. Customer Service Representative will then add markup and calculate any additional freight charges (based on the predetermined freight agreements with the customer) as well as obtain the estimated transit time to ship material to its final location.
7. Customer Service Representative validates the details on which the quote is based and provides the quoted cost of the Dec-Clad metal order and estimated transit time to the customer.

*****Clarifying the details that the quote is based on with the customer is a required step to avoid any possible errors in the production of custom material and to ensure the fault is not ambiguous*****

8. Customer reviews the quote and chooses one of the following:
 - a. Refuse to move forward with the order.
In which case the customer should be made aware that quotes are not open indefinitely and that pricing and production times are subject to change over time.
 - b. Request an adjustment to the requested order.
In which case the process must be restarted beginning at step 2.
 - c. Approve the order.
In which case the customer must clearly indicate that they would like to move forward at the quoted price and schedule.
9. Once the order is approved by the customer, the Dec-Tec Customer Service Representative processes the order.

Production of a custom order will not begin until payment is cleared. (Example: the custom metal order will not exceed the credit agreement for the customer account, the customer account is cash only and a credit card has been processed and approved, etc.)

NOTE: No refunds are provided for custom orders.

10. Purchaser places a production order to the vendor(s) for the custom material and arranges movement of any necessary raw materials to the vendor for production.

11. Vendor fulfills the custom Dec-Clad metal order.

NOTE: If a customer changes the order and production has already begun, they must take on the cost of the material that was already used/produced.

12. Purchaser arranges delivery of the order to the appropriate Dec-Tec warehouse.

13. Customer Service Representative arranges the transit of material between the Dec-Tec warehouse and final destination.

Custom Dec-Clad Metal Production

All custom metal orders are produced in Canada regardless of their final destination. The majority of custom metal orders are produced by the Thermal Systems metal shop. Larger custom metal orders may at times be outsourced to an alternate Canadian company.

A general timeframe for the turnaround of an “average” custom metal order is 2 weeks (10 business days), calculated from the date the order is approved to the date the custom material is received at a Dec-Tec warehouse.

Note: This general estimate does not include the transit time to ship material from a Dec-Tec warehouse to its final location.

It is highly recommended that the customer is not provided any suggested lead times until schedule confirmations are made available by the Purchaser and/or Customer Service Representative.

Turnaround times can be impacted by:

- The size of the custom order.
- Where the custom order is being produced.
- Availability of the raw material.
- The time required to have the raw materials moved to and from the vendor(s).
- The time it takes to administer payment of the custom order.
- The size of the warehouse team available to produce custom material.
- Potential implications of marrying the custom order with another order before sending it to the final destination.

Custom Dec-Clad Metal Order Pricing

Both the metal type and color being used to produce custom metal material will impact the final cost of the order as the base price of the metals vary.

A general equation is used by the Purchaser to calculate the cost of any custom Dec-Clad Metal order (shown below). Costs associated with material waste is not taken on by Dec-Tec and therefore included in the cost of the custom order being charged to the customer.

Raw Material Cost + Labor + Sales Margin = Custom Order Price

If you have any questions concerning this bulletin, please contact Dec-Tec, Technical Support at 1-866-461-3914.

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