

# DEC-TECHNICAL BULLETIN



Bulletin No: TB023 Version: v.01

Effective Date: 2021-05-13

**Subject: DEC-FLASH – 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-Flash orders.

**Details:**

Product Availability

Standard Dec-Flash is available to match all the membrane patterns and gauges that are actively being marketed. Dec-Flash is currently available in the following profiles:

**Dec-Flash 4" Corner**  
**Dec-Flash 6" Corner**



*(Above is an example of typical 6" Dec-Flash)*

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

Custom Dec-Flash 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-Flash order from a customer.

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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
- Membrane Gauge (60mil/80mil)
- Membrane Color
- Quantity Required
- Estimated Project Start Date
- Drawing or Sketch (including all dimensions)

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

**CUSTOM DEC-FLASH 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**

Quantity Required:	Membrane Gauge:
Estimated Project Start Date:	Membrane Color:

**ADD DRAWING IN SPACE PROVIDED**  
Identify All Dimensions Clearly

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3. Complied quote information or Custom Dec-Flash 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.

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.

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Production of a custom order will not begin until payment is cleared. (Example: the custom flash 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-Flash 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-Flash Production

All custom Dec-Flash orders require the creation of a custom jig to ensure that all final products created retain a high degree of uniformity.

Custom Dec-Flash orders are produced in either Calgary, Alberta by an independent contractor or by Acme Cone Company LLC based in Eugene, Oregon. Typically, smaller orders or orders with an end destination within Canada will be produced in Canada, and larger orders or orders with an end destination within the United States will be produced in the United States.

An order that is produced by Acme Cone Company LLC will typically have a longer lead time than that of an identical order being produced in Calgary Alberta. *This is due to the increased amount of time required to ship the raw materials and finished product to and from a Dec-Tec warehouse and Eugene, OR (compared to that of Calgary, AB).*

A general timeframe for the turnaround of an “average” custom Dec-Flash 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.

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**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 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-Flash Order Pricing

Both the membrane color and the membrane gauge being used to create custom Dec-Flash will impact the final cost of the order as the base price of the membrane colors and gauges vary.

A general equation is used by the Purchaser to calculate the cost of any custom Dec-Flash 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.

$$\text{Raw Material Cost} + \text{Labor} + \text{Sales Margin} = \text{Custom Order Price}$$

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

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