



To: Total Door Sales Representatives

From: Patricia Yulkowski & Jeanne Kitchen

**CC: Kevin Hamilton, Michele Burt, Courtney Clason-Pyke,
Brian Butler & Erika Martin**

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Regarding: Doing business with multi-branch companies

This memo is to provide a common guideline as to how we will handle incoming quotes and orders, particularly from large multi-branch organizations.

We have developed a sound process for opening distribution of our Total Door product to ensure a successful transaction for all parties. This includes knowledge of our Total Door product during ordering, installation by a certified installer and prompt payment per negotiated terms.

When a request for quote or an order is received at the factory, this process will be followed:

Is the RFQ and/or quote from an open distributor location?

- **If the answer is yes, then proceed.**
- **If the answer is no, we will advise the requesting location that we will be happy to provide a quote and/or place an order providing:**
 - **The purchase order can be issued through the opened location OR**
 - **The requesting location goes through the distributor opening process.**
 - **The Independent Sales Rep will be contacted by Total Door to help the unopened location through the path they choose.**

If you have any question whether a distributor location is open you can check our Sales Rep Portal or you can call the factory!