

## Memo

To: All Total Door Distributors  
From: Kevin Hamilton, Sales Manager  
Date: July 7, 2015  
Subject: Policy Change on Developing Discount Schedule (Partnership Visibility)  
Attachment: Project Registration Form visibility

We would first like to thank all our distributors for the on-going efforts in the sales, marketing and installation services.

As all of you are aware we have completed our transition to the new factory in Waterford, Michigan. We are extremely proud of our accomplishments through this transition. The internal teamwork to get us to where we are today shows our commitment to growing the business. We have hired manufacturer's agents to help us with our climb to the next step of growth needed to support the investment made in the new factory and product line update.

However, Total Door has a large blind spot when it comes to sales pipeline. Because we have had our distributors providing the quoting service for the product line, we have no sales forecast to help us manage production, purchasing, etc. To continue to have on-time delivery and maintain our high quality standards we will need to work together. Our current system of receiving an order as the first touch will no longer work for us if we are to keep up the expected service level for your customers.

To help us with the VISIBILITY of future sales, we are requiring all distributors to register all projects, *as soon as possible*, with the factory to receive developing discount. Total Door will have all Project Registrations approved by the Territory Sales Rep. This process will give us the VISIBILITY necessary to continue to provide consistent quality and delivery schedules.

### **Developing Discount, New Projects (10 doors or more)**

Developing discount on a NEW project is provided when you or your company have been actively involved on a specific project and had direct contact with the Architect, General Contractor and/or Construction Management and you have identified the hardware Spec writer (architectural in house or contracted Spec Writer) who will be reviewing the 081700 door, frame and hardware submittal. Please see the copy of the new Project Registration Form. If you can not identify the hardware Spec Writer, please enlist the help of the Total Door Sales Representative. New projects should be registered when the specification is written, or in design development.

### **Developing Discount, Retrofit (less than 10 doors)**

Developing discount on a Retrofit project is provided when you or your company have been working with the Architect or end-user on an ongoing basis and they are adding more Total Doors to the facility. These are easy to identify as you can register them at the time of estimating.

We realize this is large change to your business. However, we feel the company's growth and ability to maintain our high quality standards and on-time delivery is dependent on everyone's cooperation with this new program.

**Effective with all orders received beginning August 1, 2015, all distributors will need to have previously registered the project with the factory using the attached form or fill out the on-line registration on the partner login section of our website to receive developing discount. Any project not registered, and approved by the Sales Rep. will be subject to non-developing discount.**