

ATTENTION: All Total Door Distributors/Sales Reps

DATE: January 14, 2021

REGARDING: DoorBuilder drives our manufacturing process

Since the 2019 introduction of our quoting & ordering program, DoorBuilder, we have made great strides in fully automating our production process.

I am pleased to announce that the information that is in DoorBuilder is ALL that drives our manufacturing processes! We can translate the specific component dimensions from your order directly to the machine language programs that produces our door components. Gone are the days of manually reviewing our A100, doing the math necessary to convert from door size to builders' size, and making production decisions based on manual figures and notes. On our factory floor, amongst our work cells, you will now see:

- Automated processes which cut and form product to an exact size;
- Bar code labels that set equipment to exact size and ensure that mating components are properly matched; and
- Department specific reports that contain exact production requirements.

Our quoting and order team does our very best to ensure that we have captured all door specifications you've sent to us. However, there are times when there is conflicting information. For us to manufacture doors to your exact specifications we are now requiring that you take the final step to ensure that any reference(s) you make to plans, purchase orders, notes, and any other supplemental data are correct in the DoorBuilder Breakdown Report. If anything on the Breakdown Report is not accurate to your project needs the order will need to be modified in DoorBuilder to make it correct. **We will no longer accept verbal changes to an order that contain a provisional approval (i.e., approved with changing the height of door #211 to 7' 0") or references to external documents.**

Effective immediately we will be implementing a procedure where we will require a written acceptance (by email is acceptable) of the DoorBuilder order as printed on each Breakdown Report prior to our putting the order in production sequence. This will allow us to precisely provide you with the correct product you need for your project!