

## Toll Processing Policy

### **Customer Purchase Order**

The customer shall provide the following information, along with any special requirements, when placing an order...

- Current Date
- Customer Name
- Customer Purchase Order Number
- Metal Type
- Grade
- Coating Weight
- Decimal Thickness
- Width
- Supplier / Mill
- Mill Number or Master Coil Number
- Paint Details
- Additional Processing Details (slit, cut-to-length &/or embossed)
- Shipping Details
- Coil Min. and Max.
- Packaging Instructions
- Pricing Detail
- End-Use Application
- Order Quantity
- Requested Acknowledgement Date
- All other special requests or processing requirements

### **Order Acknowledgements**

Upon receipt and entry of an order into the Steelscape production system, the customer will be provided an Order Acknowledgement. The acknowledgement will contain all specifications related to the order and should be reviewed to ensure accuracy. Any discrepancies must be brought to your Customer Service Representative's attention immediately. Order Acknowledgements will be sent for all orders unless requested otherwise in writing to the appropriate Steelscape Customer Service Representative from the customer.

### **Lead Times**

Steelscape will make every attempt to satisfy the customer order request date. Availability of materials – substrate and paint – in addition to line time availability will determine Steelscape's ability to fulfill the request date. Every order will reflect the customer order request date as well as the Steelscape Acknowledged Date.

As a general guideline, two (2) weeks should be allowed for the processing of standard order items. Non-standard order items may take longer to process depending on the coating system and supplier.

### **Change Requests**

The customer may submit a change request to the Customer Service Representative via facsimile, mail or other media method. Allowable changes include...

- Substrate\*
- Grade
- Coating Weight
- Decimal Thickness\*
- Width
- End-Use
- Quantity\*
- Ship-To
- Lead Time
- Ship Mode
- Price
- Paint Color\*
- Paint Thickness\*
- Slitting / Embossing Instructions
- Min / Max Coil Weights
- Packaging Instructions
- Purchase Order Number
- Customer Part Number(s)

**\*Some restrictions apply to amending these items. Consult your Customer Service Representative with any questions or concerns.**

Amending an order may result in resetting of the Acknowledged Date. Upon amendment approval, a revised order acknowledgement will print for the Customer Service Representative and be sent to the customer.

**Rescheduling of Orders**

If the steel substrate is not in Steelscape's facility prior to the scheduled process date/time, the Customer Service Representative will contact the customer to determine the status of the incoming substrate and adjust the request/acknowledgement date accordingly. Due to capacity planning and lead-time guarantee constraints, Steelscape can only push orders out one time due to substrate availability. After two attempts to establish a substrate receipt date (the initial plus one push-out), the order will be removed from the schedule or cancelled until a more solid date can be established for substrate receipt.

**Cancellation &/or Quantity Change Requests**

Upon acceptance of an order, Steelscape will order the required materials to satisfy the order. If an order is cancelled or the quantity is changed, Steelscape reserves the right to invoice the customer for the value of any unused materials and disposal costs as related to the change/cancellation. Steelscape will attempt to use the materials on alternative orders prior to invoicing the customer for unused material.

In order to avoid accumulating and/or carrying unused paint inventory, any customer requested change and/or cancellation to a painted order, where the paint for that specific order is already in the Steelscape facility or the paint for that specific order cannot be cancelled, will have ninety (90) days from the requested customer change/cancellation date to issue a new painted order to use the remaining paint.

Steelscape will send a written notice to the customer reminding the customer of the unused paint in our facility forty-five (45) days, sixty (60) days and seventy-five (75) days after the customer originally requested the change and/or cancellation of the painted order. At day ninety (90), Steelscape will send a debit memo or invoice to the customer for the cost of the remaining paint.

In the event the customer does issue a revised painted order but still does not consume the remaining paint, the customer will be notified immediately after the paint run and at the above stated intervals that paint still remains in inventory. If the customer does not issue a final painted order within ninety (90) days of the cancellation/order change, then Steelscape may send a debit memo or invoice to the customer for the cost of the remaining paint.

**Variance Policy**

Over / under run tolerance will be as follows...

VARIATION FROM ORDERED QUANTITY	
Order Size $\leq$ 10 Tons	+/- 30%
Order Size $\leq$ 50 Tons	+/- 20%
Order Size $\leq$ 250 Tons	+/- 10%
Order Size > 250 Tons	+/- 3%

The customer, where applicable, must provide at the time of order placement the absolute minimum lineal footage and/or weight requirement(s) for that order. If an absolute minimum quantity is stated on the order, Steelscape will deviate from the standard policy whenever possible to meet the requested absolute minimum quantity (lineal footage).

**Slit Drops:** All orders requesting slitting that requires a drop of more than the 3/8" slit allowance will need approval from the customer in writing verifying the total excess drop taken and acknowledging responsibility for additional costs. Drops exceeding 1/2" slit will not receive reimbursement under the scrap reconciliation policy.