

custom rail PROCESS



Customer Inquiry Submitted

Custom Rails Processes Request

Quote entered into Epicor.

Customer receives quote from Custom Rails.

Quote received in approximately one business day.

Customer Submits PO

Customer Service notifies Custom Rails that PO has been received.

Customer Service updates quote in Epicor.

If customer does not Submit PO, process stops here!

Customer Receives Quote

Production Time: 304 & 316L production takes approximately 10 business days. Powder-Coated & Vinyl takes approximately 15 business days.

Custom Rails Develops Drawings

Drawings take approximately 2 business days.

Drawings to be approved by the customer, not Distributor.

Drawing Approval Received

Customer reviews and approves engineering drawings. Submits approval to Custom Rail Department.

Custom Rails notifies Customer Service to convert Quote to Purchase Order in Epicor.

Customer Service provides ship date to customer and sends sales order number to Custom Rails.

Customer Approval

If customer modifies engineering drawings, new drawings must be developed for approval.

If customer does not submit approval for drawings, the process STOPS. No additional action is taken.