



# American Building Components Account and Order Resources

Thank you for your interest in ABC! We look forward to providing you with exceptional customer service and high-quality metal building solutions.

## Establishing An Account

### Credit Application

Qualified customers can request an account under credit terms. Please contact your District Manager for more details. Processing takes 5-7 days if all required documents are received.

To apply for credit, complete the application online at:

<https://cus.bectran.com/customer/MySecuredLogin?zid=ZeKRN1531tmbgj2037lCnh6>

### Invoicing:

Invoices are distributed by mail, email or Electronic Data Exchange (EDI) when the order leaves the plant. For invoicing by EDI, all forms and supporting documents must be submitted at the time of ordering for processing.

American Building Components accepts check, ACH, wire transfers, and all major credit cards. Credit Terms are available upon credit approval. When not using credit terms, your first order requires a 25% deposit before production and the remainder of payment is due before the order ships.

### Tax Policy:

All jobs are taxable unless a tax exemption form is provided and accepted by our tax department at the time of order. Taxing jurisdiction is based on where material is received. For questions about tax exemption, please contact your District Manager.





## How To Place An Order

### Methods of Submission:

#### 1. Online Ordering [shop.abcmetalroofing.com](http://shop.abcmetalroofing.com)

is the fastest and easiest way to order ABC products! Our online ordering tool saves time and money with personalized pricing, the ability to quote materials, place orders, view order status and so much more! Register for an account by visiting [abcmetalroofing.com/shop](http://abcmetalroofing.com/shop).

#### 2. E-mail your order to:

- Frankfort, KY – [abcsales.southeast@abcmetal.com](mailto:abcsales.southeast@abcmetal.com)
- Salt Lake City, UT – [abc\\_sales-slc@abcmetal.com](mailto:abc_sales-slc@abcmetal.com)

*To prevent delays in order processing, please do not email orders to individual representatives or sales personnel.*

#### 3. Fax your order to:

- Frankfort, KY – 800-784-6058
- Salt Lake City, UT – 877-222-7661

#### 4. Call Our Customer Service Dept

- East: Frankfort, KY – 800-877-8709 (8:00-5:00 EST)
- West: Salt Lake City, UT – 800-481-3035 (7:00-5:00 MST)

## Order Clarity

Use the attached Order Form when emailing or faxing orders. All fields in red are required to place an order. If placing your order by phone, have all required fields ready to answer at the time of the call.

All supporting forms (as applicable) must accompany the order at time of placement for the order to be submitted for processing. Not all may be required:

- Order Form (Always required)
- Job Site Delivery Form
- Special Trim Detail Form
- Custom Punch Pattern Form
- Special Cold Form





**Duplication of Orders**

American Building Components is not responsible for duplicate orders if an order is sent in more than once or through multiple methods. We attempt to locate and prevent duplicate orders submitted by our customers, however, if an order is submitted more than once and gets produced as such, you will be responsible for the manufactured product. Sales Order Acknowledgements will be sent for every order at the time it is released for production.

**Manufacturing**

**Lead Times**

Coordinate your delivery at the time of placing an order. Please note that the date given on the Sales Order Acknowledgment (SOA) is the load date and not the delivery date.

Delivery notification confirmation is done 24-48 hours prior to delivery.

Panel Type	Manufactured Lead Time*
Agricultural Panels, Trims & Accessories	2-6 days <sup>1</sup>
Commercial Panels, Trims & Accessories	2-6 days <sup>1</sup>
Concealed Fastener Panels	10-21 days <sup>2</sup>
Standing Seam Panels	10-21 days <sup>2</sup>
Architectural Wall Panels	10-21 days <sup>2</sup>
Metal Building Packages	Scheduled per job
Insulated Metal Panels	Scheduled per job
Roll-Up Doors	Scheduled per job

\*Approximate only. Contact your CSR if you need a specific delivery date.

<sup>1</sup> Lead times are applicable to standard gauge and color offerings.

<sup>2</sup> Lead times are dependent on panel profile and locations.





**Deliveries**

You will need the proper equipment (i.e. forklift, crane, etc.) to offload the material off the delivery truck. No hand unloads will be allowed due to safety concerns. Equipment will need to be able to lift bundles up to 3,000 lbs. Spreader bars or straps may be needed for material that is greater than 25 ft. long. The driver is not responsible for assisting with offload or providing any necessary equipment, unless spider delivery service is requested at the time of order.

To improve our response times and provide clarity on each order, we've simplified and standardized our "light order/light drop" policy. You can find this policy here: <https://www.abcmetalroofing.com/Policies/>

**Jobsite Accessibility & Restrictions – Jobsite Delivery Form must be submitted at the time of placing the order:**

- \$75 Jobsite Delivery Fee
- Optional \$75 Spider Fee (must be scheduled at time of order)
- Lead times may vary

The shipping department will be contacting you to schedule your delivery date and time. Avoid delivery delays by responding to these calls or notifications.

Dedicated deliveries will be utilized and charged actual freight for orders of half truck load or greater.

American Building Components observes certain national holidays, in which the sales offices and manufacturing plants will be closed. Updated load and delivery dates are posted on our website to take this into account. Observed holidays and schedules can be found on our website: <https://www.abcmetalroofing.com/Holiday-Schedules/>





## Plant Locations and Shipping Point

Location	Address	Phone #
<b>Eastern</b>		
Rome, NY	6168 State Route 233 Rome, NY 13440	(315) 339-9701 Option 4
Frankfort, KY	1099 US Hwy South Frankfort, KY 40601	(502) 695-9742
Adel, GA	1601 Rogers Road Adel, GA 31620	(229) 896-3272 Option 4
Atlanta, GA	2280 Monier Avenue Lithia Springs, GA 30122	(877) 512-6224 Option 4
<b>Central</b>		
Oklahoma City, OK	7000 S. Eastern Avenue Oklahoma City, OK 73149	(405) 619-2300 Ask for "Shipping"
Houston, TX	14031 West Hardy Houston, TX 77060	(800) 861-6224 Option 4
Indianapolis, IN	1780 McCall Drive Shelbyville, IN 46176	(317) 835-2201 Option 4
Mt. Pleasant, IA	305 N. Iris Road Mt. Pleasant, IA 52641	(319) 217-4000 Ask for "Shipping"
<b>Mountain</b>		
Phoenix, AZ	660 South 91st Avenue Tolleson, AZ 85353	(623) 907-4616 Option 4
Salt Lake City, UT	1155 West 2300 North Salt Lake City, UT 84116	(801) 363-6600 Ask for "Shipping"





### **Customer Pick-Up**

When picking up an order, only flatbeds or open trailers are permitted. Overhang and maximum length should never exceed 4 feet of hang-off on the back of the trailer. To confirm your customer pick up hours, please contact the shipping department at your plant location. If you need to revise your pick-up date, reach out to your Customer Service Representative.

### **Damages and Shortages**

Damages and shortages must be documented and signed on the bill of lading at the time of delivery or pick-up before the driver leaves. To document damage, take a picture of the damaged material, as well as the packaging or crating, and contact your Customer Service Representative immediately. All returns must be pre-approved by your Customer Service Representative.

### **Return Policy**

We know that sometimes, material needs to be returned to us and we want to make every effort to help you do so in a way that is fair and equitable. Information about concessions in the form of returns and credits can be found here:

<https://www.abcmetalroofing.com/Policies/>

Any replacement material orders will be invoiced, and credits will be issued against the original material invoice as needed.

### **Warranties**

We deliver a comprehensive portfolio of durable, long-lasting products backed by industry-leading warranties. You can find our warranties here:

<https://www.abcmetalroofing.com/Resources/Information/Warranties/>

You can now print and submit your finished warranty for Signature 200 and Signature 300 products online by downloading the warranty documents from the ABC website. Customer information and order numbers must be included upon submission. Need tips for understanding your metal roof and wall warranty options? Our blog series has you covered!

<https://blog.abcmetalroofing.com/decoding-warranty-abc-paint-film-integrity/>

