

Custom Color Step-by-Step for Agent and Customer

This is only for Custom Color only and not for a line(s) using an RAL finish.

This checklist is intended to provide the Agent and their customer a step-by-step overview as to the process for submitting a request on a custom color finish. This can be for a fixture or pole. Failure to follow the process in its entirety could result in delay of line activation. The Agent should reach out to their Customer Resolution Specialists (CR) should there be further questions.

The below steps need to be followed in order for the process to proceed with minimal delay.

1. Customer indicates to Agent they will be using a custom color finish on a product
2. Agent works with AQD to obtain set-up fee. Agent adds line to quote with custom color finish on the end of nomenclature, along with another line with the custom color set-up fee (if applicable)
3. Agent converts quote to a live order, so Acuity matrix partners are provided visibility on the line and begin their processes
 - a. This is key as it allows the Product Support Team to determine the best supporting vendor for the paint type and finish
 - b. A hold order will not suffice as Acuity does not have visibility until it is a live order
4. Agent has customer complete Custom Color Submittal form in its entirety
5. Customer needs to provide two sample chips of the custom color finish. Per the company performing the match, the chips must be on a non-porous metal, be a minimum of 2x2 inches, and be a flat piece of metal.
 - a. Angled or oddly shaped samples may cause delay due to modifications that need completed in order for the vendor to safely utilize their testing equipment
6. Agent advises customer to mail the Custom Color Submittal form and the two metal sample chips to Acuity Customer Resolution team
 - a. Agent provides mailing address to Acuity Customer Resolution team
7. Customer mails material to Acuity Customer Resolution team
8. CR will work with the Agent on the process flow after submittal
9. Customer reaches out to Agent for updates
10. After Acuity mails the material and it is received by the vendor, the matching process is approximately two to three weeks
11. The vendor will mail their sample color chip and documentation to the customer for approval utilizing the address provide on the Custom Color Submittal form
12. The customer will provide approval to the Agent
13. The Agent will notify CR of the approval
14. CR will work with matrix partners to activate the line on the order