

## Key Contacts

### Regional Sales Manager

### Vice President of Sales

Brad Stevenson

949-466-8889

[bstevenson@douglaslightingcontrols.com](mailto:bstevenson@douglaslightingcontrols.com)

### Quoting

[quotes@douglaslightingcontrols.com](mailto:quotes@douglaslightingcontrols.com)

### Design/Technical Sales Specialist

[scooper@douglaslightingcontrols.com](mailto:scooper@douglaslightingcontrols.com)

### PO Entry · Project Releases · Component Pricing & Ordering · General Inquiries · ESD · Order Tracking

[customerservice@douglaslightingcontrols.com](mailto:customerservice@douglaslightingcontrols.com)

1-877-873-2729 x 0

### Tech Support

[techsupport@douglaslightingcontrols.com](mailto:techsupport@douglaslightingcontrols.com)

1-877-873-2797 x 1

### Accounting

[accounting@douglaslightingcontrols.com](mailto:accounting@douglaslightingcontrols.com)

### Marketing

[marketing@douglaslightingcontrols.com](mailto:marketing@douglaslightingcontrols.com)

### Address

280-3605 Gilmore Way  
Burnaby, BC V5G 4X5, Canada  
Phone: 877-873-2797

[www.douglaslightingcontrols.com](http://www.douglaslightingcontrols.com)

## Quoting

- Submit RFQ to [quotes@douglaslightingcontrols.com](mailto:quotes@douglaslightingcontrols.com)
- Subject line to include:
  - Job name, due date, Douglas spec vs cross, standard quote vs design build
- Attach pdf of electrical plans (E drawings only)

## Design Assistance

- Send requests to Sarah Cooper [scooper@douglaslightingcontrols.com](mailto:scooper@douglaslightingcontrols.com)
- Request should include:
  - Project Name
  - Due date
  - All other available info (plans/specs/controls narrative)

## Project PO Entry

- Send POs to [customerservice@douglaslightingcontrols.com](mailto:customerservice@douglaslightingcontrols.com)
- Include the Douglas quote
- Clearly mark if the order is HFR or released for immediate shipment
- You will receive an email order confirmation along with an estimated drawings date
- Lead time for approval drawings depends on the size and complexity of the project.

## Approval Drawings

- Job-specific submittal drawings will be created to include:
  - Materials list
  - System riser diagram
  - Associated connection details
  - Relay panel schedules
  - Input/Device programming details
  - Associated cut sheets

*FABs are fabrication drawings of product that actually shipped. They are not the same design drawings that were seen during the quoting process.*

## RFQ Process

- Submit RFQ to [quotes@douglaslightingcontrols.com](mailto:quotes@douglaslightingcontrols.com)
- Subject line: job name, due date, whether it is a standard quote or a design build, and if it is Douglas specified or a cross of competitor's products.  
*Subject: Job / Date / Standard vs Design Build / Douglas Spec vs Cross*
- Attach pdf of electrical plans – “E” drawings only
  - Avoid sending large drawing packages that contain unneeded info, such as fire alarm, architectural drawings, plumbing, etc.
  - If file exceeds 20MB, please use a DropBox link or request a link to Douglas' Sharefile service.

## Component pricing

- To request pricing on base products and components, please contact Customer Service - [CustomerService@DouglasLightingControls.com](mailto:CustomerService@DouglasLightingControls.com)

## Quote revisions

- If changes are required to an existing quote, please send request to [quotes@douglaslightingcontrols.com](mailto:quotes@douglaslightingcontrols.com)
- In the subject line include the original job name and quote number provided on the original quote.

## Questions about existing Douglas installations

- If you receive an inquiry or request about an existing Douglas installation, email [quotes@douglaslightingcontrols.com](mailto:quotes@douglaslightingcontrols.com)
- Include the original job name and job number.
  - Job name and number can be found on the inside cover and on the backpan of any Douglas relay panel. The best place to look is in the master panel in any system.
  - Job number format is JXX-XXXXX - as an example job in 2017 would be J17-30523

## Revisions to a PO (project in progress)

- Send to [CustomerService@douglaslightingcontrols.com](mailto:CustomerService@douglaslightingcontrols.com)
- Reference the project number and project name in the subject line.

## Lead Times (in Business Days)

Product Family	Lead Time for Submittal Drawings by Project Size (USD)				Lead Time for Production & Testing by Project Size (USD)			
	<15K	15-50K	50-100K	>100K	<15K	15-50K	50-100K	>100K
Dialog Centralized Systems	12	22.5	30	45	10	15	20	30
Stand-Alone Dialog Room Controllers	9	18	24	30	5	10	15	20
Diversa Occupancy Sensors	12	22.5	30	45	5	8	12	16
Standardized LitePak Solutions	9	18	24	30	5	8	12	16

Lead times are estimates based on typical volume and typical project complexity and are subject to change.

- Submittal lead times begin after receipt of all required design documents (current lighting plans, written specifications and controls narrative)
- Production & Testing lead times begin after receipt of written release & approved drawings (or waiver)

## Cancellations

A 10% cancellation fee will be applied to any project in which approval drawings have been completed.

Cancellation of a project already in production is subject to a cancellation fee. This is reviewed on a case by case basis, and a decision will be made by Douglas based on the size of the order and how near it is to completion.

## Return Materials Authorization (RMA) – Warranty

- Any claims of faulty product must go through our tech support team
  - Toll free 1-877-873-2797 option 1
  - [techsupport@douglaslightingcontrols.com](mailto:techsupport@douglaslightingcontrols.com)
- If Tech Support determines that a replacement part or product is required, a report number will be generated (DLGT-####)
- You will be contacted by Customer Service regarding the replacement status and timing
- Douglas requires a replacement PO be issued for all new material. Credit is then issued upon the return of the faulty product. This is to ensure the product is received and tested for quality control.

## RMA – Credits

- Loose parts returns
  - Subject to a 25% restocking fee
  - All material must be new and in original packaging in order to receive credit
  - Allow 1-2 weeks for the credit to be processed through accounting
- Project returns
  - Any project that has been built and shipped is subject to a 70% restocking fee
  - All material must be new and in re-sellable condition in order to receive credit
  - Allow 1-2 weeks for the credit to be processed through accounting

## Technical Sales Specialists (TSS)

### Capabilities

The TSS team is available to support the specification process by providing professional design assistance. When a specifier needs help implementing Douglas Lighting Controls products into a certain application, the TSS team will deliver editable specifications, ACAD risers, connection details and product placements.

Each TSS is fully versed in ACAD and is capable of designing complete lighting control solutions to meet regional code requirements or control intentions. By utilizing our TSS team, specifying engineers not only save valuable time, but also ensure that a code-compliant, clearly defined controls solution is included in their overall construction plans.

### The TSS Team

TSS team members are located across North America for convenience and accessibility.

Ed Luna – Los Angeles, CA

Chris Walker – Toronto, ON

### How to Schedule Time with a TSS Team Member

We encourage your clients to take advantage of this valuable asset. To schedule time with a TSS, please contact Sarah Cooper at [scooper@douglaslightingcontrols.com](mailto:scooper@douglaslightingcontrols.com), and copy your RSM.

## Onboarding Training

### Product & Sales Training

A product/sales training session will be scheduled and presented by your RSM. The RSM will attend the training session in person.

Other presenters will attend via WebEx, including but not limited to:

- **Marketing:** navigating web site, updating agent web site or line card, reordering literature and locating or requesting sales tools and other valuable marketing materials
- **Sales Support:** Quoting/ordering processes, leadtimes, pricing, warranty and RMA policy and procedure
- **TSS / Design Support:** Design, project responsibilities, order flow, production, tech support, site visits and commissioning

Presentation slides can be found here:

[www.douglaslightingcontrols.com/products/resource-library](http://www.douglaslightingcontrols.com/products/resource-library)

*This is a link to agent-level resources. Please do not share with customers, prospects or other parties.*

## Commissions

Douglas shall pay a commission of **10%** (or less by mutual agreement) of the invoiced value for Douglas control products, and **10%** (or less by mutual agreement) of the invoiced value for Douglas labelled ballast products. Commission rates for future products that Douglas may introduce from time to time may have commission rates that differ from the foregoing.

1. On orders specified within a Territory, shipped into the Territory, and commissioned and serviced by the Sales Representative, Douglas shall pay to the Sales Representative 100% of the commission.
2. On orders where the Sales Representative has created a specification, and written the order, but the product is shipped outside the Territory, Douglas will pay the Sales Representative 75% of the commission.
3. On orders where the Sales Representative has created the specification, registered the specification with Douglas, but the order for the product is written and shipped outside the Territory, Douglas shall pay the Sales Representative 50% of the commission.
4. On orders which the Sales Representative has not participated but Douglas Products are shipped into the Territory, Douglas shall pay the Sales Representative 25% of the commission.
5. The above described commission splits may be adjusted from time to time with the mutual agreement of Douglas and the Sales Representatives involved.
6. There will be no commission payable on designated Douglas O.E.M. arrangements. Such O.E.M. accounts will be identified to the Sales Representative.
7. Commissions shall be paid at the end of the month following the month of shipment of the order.

## Overage

When a price higher than the quoted net selling price is obtained, the difference between the actual selling price, and the quoted net selling price shall be considered overage. The split shall be 25% to Douglas, and 75% to the Sales Representative.

## Terms & Conditions

Terms & conditions can be found on our web site [www.douglaslightingcontrols.com](http://www.douglaslightingcontrols.com).