



Keyed Order Tips For Avoiding Delays and Cancellations

Myth: Sending in your order, even if it is incomplete, saves you a place in line

Truth: There is no place in line until the order is ready to be entered, which requires the information below

Restricted product? If not, skip to the next section.

-- **Key Section** --

-- **What To Include With Order** ---

- Everest D or Everest B (SFIC)Letter of Authorization from end user and Facility Code
- Primus.....Primus account number, mailed original signed Face Sheet (MS-E120), And Signature Card (MS-E130) if applicable
- Numbered or Quad.....Letter of Authorization from end user

Myth: The order form/format used does not matter

Truth: Using **Non-Schlage Forms** may result in **Extended Lead Time**, Additional 5 Working Days Minimum. Per Pricebook page v. (Forms MSI1001-01 Masterkey Order & MSI2001-01 Key System Summary)

Masterkeyed? If not, skip to the next section.

New?

OR

Existing?

Please provide **ALL** of the following:

- Structure (or job) name
- City
- State
- Zip

Please provide at least one of the following:

- Structure Number
- Original Order Number
- Original Job Name
- Registry Number

Key Schedule (please do not send in orders without a key schedule):

- Does your purchase order quantity match your key schedule quantities?
- Is the key schedule legible? Printed, or hand-written in blue or black ink... no pencil please!
- Are your key symbols legible?
 - Are the masters for the symbols listed?
- When crosskeying:
 - Door Hardware Institute nomenclature bans BA1 and XBA1 cylinders coexisting. If BA1 and a crosskeyed cylinder including BA1 are required then switch to X#X format.
 - Did you include operating notes?
- Expansion information:
 - Future masters?
 - Future change (operating) keys?

**Please don't hesitate to call us with
any questions: 1-800-847-1864**

Myth: If I send an order to a person it will be processed faster.

Truth: Email the order to order_entry_schlage_commercial@irco.com or Fax the order to 1-800-452-0665 to ensure processing in a timely manner. If you send it to a person that adds a minimum of 1 day to the time it takes to process and the possibility of it not being processed at all.

Other Common Issues

- Quotes** – is it on the order in a prominent space?
- Design/Suffix/Finish/Handing** – please double check that you have included this information on the products that require them
- Bitting transcripts** – if they are sent to anyone other than the end user a Letter of Authorization is **REQUIRED** to ensure that the end user is aware of who has access to their information.
- Masterkeys & Control Keys** – have you ordered any? Did you get control keys for SKDs? If you do no want any please specify 0.
- Masterkey Charges** – those that apply will be added and will most likely result in a price discrepancy, if you do not want to be called about this simply note on your order that you do not wish to be called about price discrepancies.
- Key stamping** – serialization is non-standard, it is a 50-233 (50-003 for primus) per key.
- Cylinder stamping** – when requesting stamping please remember to specify concealed or visible