



Customer Service Update

December 14, 2016

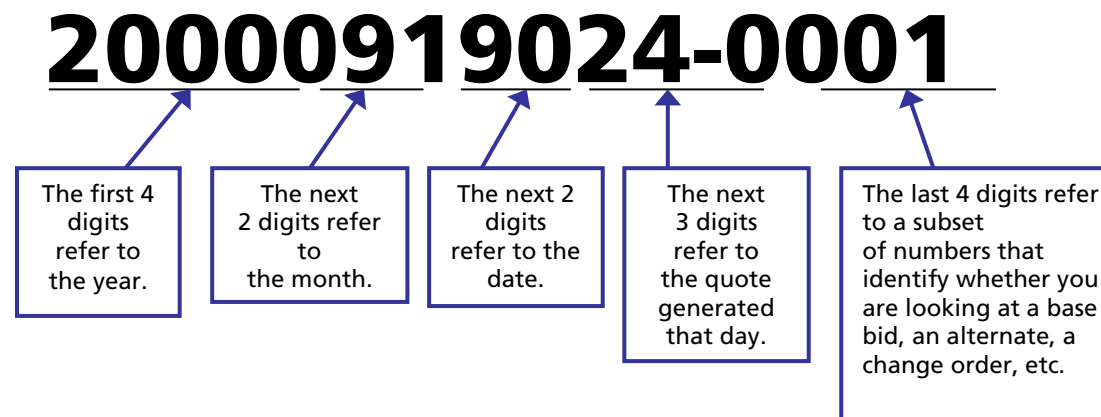
#CS109FSR

Revision 00

Applies to Flush

UNDERSTANDING VT FILE NUMBERS & SHOP ORDER NUMBERS

VT file numbers are comprised in the following way:



This file number simply means that this project was originally quoted on September 19, 2000; it was the 24th quote done that day; and it is Alternate # 1.

VT Shop Order Numbers

VT file numbers may have multiple shop order numbers attached to them. Shop order numbers are generated by VT's computer system. A project is quoted under one file number; but in order to indicate multiple shipments, special sorting requirements, or other circumstances, doors may be divided into several shop order numbers. The shop order number is referenced on the door identification tag typically located on the top rail of each door along with manufacturing information for that particular door.

To see how the door identification tag is formatted, refer to Product Update #P107FSR in our OPG; or refer to the back cover of VT's Useful Jobsite Information brochure.