

# SOP - Dealer Order Submission

## 1. Order Submission

All orders must be submitted via email to [orders@nzlouvres.co.nz](mailto:orders@nzlouvres.co.nz). All orders must have the following attachments included in the email:

- Pricing Spreadsheet – Dealer Order Form tab must be filled in. This tab also indicates the other requirements for a submitted order.
- Layout Drawing.
- Site Photo or Architectural Drawings.
- Truss Detail Requirements sheet (if applicable).

## 2. Order Review

NZ Louvres will review submitted orders within **five (5) working days**.

- Any queries, inconsistencies, or required clarifications will be communicated to the dealer for review and amendment.

## 3. Deposit Invoice

Once NZ Louvres confirms the order for processing, a deposit invoice will be issued.

- The deposit amount is determined by engineering requirements:
  - **10% deposit** if Specific Engineered Design (SED) is required.
  - **50% deposit** if SED is not required.

## 4. Engineering

When engineering is required:

- NZ Louvres will prepare a complete set of engineering drawings and send them to the dealer for review.
- Dealer approval must be obtained prior to submission to the engineer.
- For SED:
  - The engineering cost will be provided to the dealer for approval prior to proceeding.
  - Once approved, engineering will begin, and a **50% deposit** invoice for the engineering cost will be issued.
- For Single Element engineering:
  - Price is already known and won't be supplied for approval unless an inconsistency is discovered.
  - No invoice will be issued until the final project invoice.
- After engineering is finalized, PS1 documents will be provided to the dealer.
- The remaining deposit invoice for the project (i.e. 40%) will then be issued.
- If building consent is necessary, the dealer must provide a copy of the issued consent before the order is processed further.

## 5. Construction Drawings & Project Confirmation

NZ Louvres will create detailed construction drawings and specifications for the order.

- These will be sent in a **Project Confirmation email** to the dealer.
- The dealer must reply with written approval to proceed based on these details.

## 6. Final Confirmation & Production Scheduling

The order will only be scheduled for production once:

- Project confirmation has been approved by the dealer, and
- The full **50% deposit** has been paid.

At this point, material order and fabrication are scheduled by the Production Manager.

## 7. Order Dispatch & Final Invoicing

Once the order has been fabricated and dispatched:

- NZ Louvres will issue the final project invoice to the dealer, along with any balance for engineering.

Notes:

### Active Pricing Sheet

- Pricing sheets are updated periodically, and dealers will be notified when a new version is available for use.
- Please ensure that the latest pricing is applied to all new quotes as soon as it becomes available.
- New orders can use previous pricing sheets, provided they are fully submitted and approved for processing **within 28 days** of receiving the updated pricing sheet notification.

### Structural Engineering Requirements

- Typically any louvre roof **less than 20m<sup>2</sup>** won't require engineered design. However, there are circumstances such as when non-standard fixing or connection details are used, or when structural bracing is required.
- The NZ Louvres Technical Design Manual (TDM) can be used for standard louvre roof designs between the size of **20-30m<sup>2</sup>**. Standard designs and connection details are outlined in the manual and must be followed to ensure compliance.
- Single element design check may be applied when a louvre roof has only one design component requiring engineering review (such as beam span; post bracing; beam fixing) and otherwise complies with the TDM.

- Specific Engineered Design (SED) is required for all louvre roofs **greater than 30m<sup>2</sup>**, as well for any designs greater than 20m<sup>2</sup> not complying with the TDM or single element design check.
- These engineering requirements are a generalisation, as we continue to encounter fresh concepts and unfamiliar challenges. If there is any uncertainty regarding a design, it should be discussed with NZL prior to submitting the order.

### Building Consent Requirements

- **Less than 20m<sup>2</sup>** - ground floor or first floor - not publicly accessible. Typically covered by Schedule 1 of the Building Act, building consent **not required**.
- **Greater than 20m<sup>2</sup> and less than 30m<sup>2</sup>** - ground floor - not publicly accessible. Typically covered by Schedule 1 of the Building Act, building consent **not required** when engineer designed.
- **Greater than 30m<sup>2</sup>** on ground floor - **greater than 20m<sup>2</sup>** on first floor – **any size** on second floor and above - publicly accessible. Not covered by Schedule 1 of the Building Act, **does require** building consent.
- These building consent requirements are a generalisation, as councils may request consent in other situations, such as new builds or renovations of any size.

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