

*Note: Color match request will only be processed for credit approved customers.*

**1 FILL OUT REQUEST FORM**

ISR works with Customer to complete the Color Match Request Coated Product Information Form.

This form needs to be completed as thoroughly as possible. It is strongly recommended to fill out the form while on the phone with the customer. An incomplete form may take longer to match.

**2 OBTAIN ARP TRACKING NUMBER**

ISR emails the request form to the Manager, Coated Products Supply Chain (SCM).

SCM logs request into tracking system and then instructs ISR where to submit the samples.

**3 SUBMIT REQUEST FORM AND SAMPLES**

ISR contacts Customer with ARP tracking number and instructs Customer where to ship samples.

**Upon receipt of the color sample and the *Color Match Request Coated Product Information Form*, the Technical Representative proceeds as follows:**

**4 COLOR DEVELOPMENT**

1. Aleris Technical Representative receives color samples with ARP number referenced.
2. Paint system being requested will be verified as to intended end-use conformity.
3. Sample will be compared to active color standards on file for a color match.
4. If no standard in the active color file matches, then it will be reviewed with the SCM & submitted to a paint supplier for matching by the Aleris Technical Representative.

**5 CUSTOMER APPROVAL**

1. When the color match has been completed, three samples will be sent to Customer for approval from either the Aleris Technical Representative or directly from paint vendor.
2. The Customer will sign & date one of these samples and return it to the Aleris Technical Representative. **It is imperative to receive the signed sample from the Customer.**

**6 PAINT NUMBER PLACED ON FILE**

The paint color will be assigned an Aleris paint number, only when the color has been approved by the customer and the color match has been added to the active color standards file.

Each Aleris paint line's quality control laboratory will maintain all color standards & a record of Customer's acceptance to these standards (Customer signed panel).

**NOTES:**

Aleris Technical Representative will e-mail the SCM the date that the color samples were mailed to Customer. Normal color match lead times are as follows:  
 - Maximum five working days for existing colors.  
 - Maximum fifteen working days for new laboratory matches.

Color match request may be closed six months after sent date if no response is received from the Customer or ISR.

Color matches may take longer if:

1. Customer Color Match Information Form is not complete.
2. Samples are not flat or smaller than 3"x5".
3. Multiple color matches are requested; prioritization is recommended.