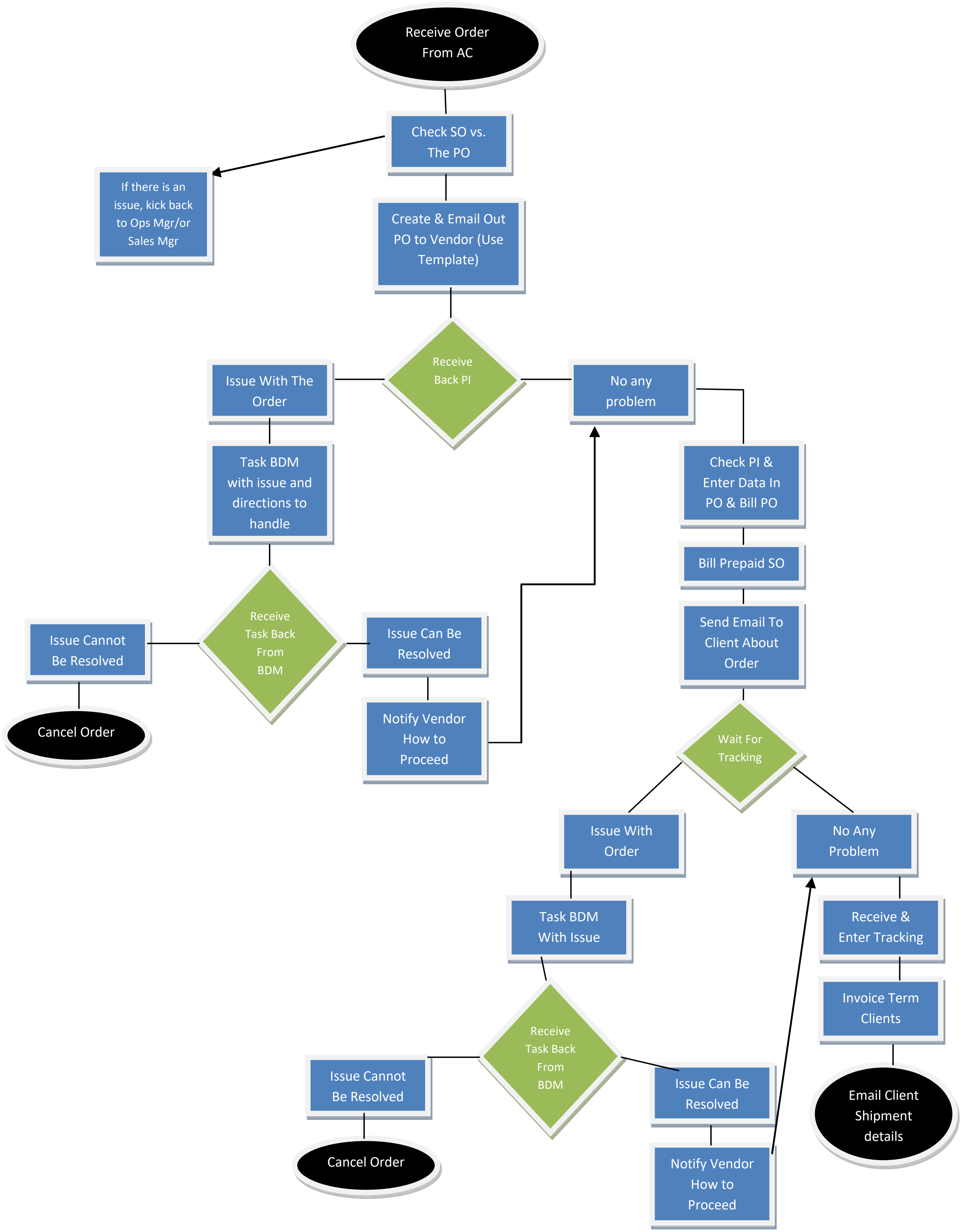


Receive Order From AC
Check SO vs. The PO
If there is an issue, kick back to Ops Mgr/or Sales Mgr
Create & Email Out PO to Vendor (Use Template)
Receive Back PI
Issue With The Order
No any problem
Task BDM with issue and directions to handle
Check PI & Enter Data In PO & Bill PO
Bill Prepaid SO
Receive Task Back From BDM
Issue Cannot Be Resolved
Issue Can Be Resolved
Send Email To Client About Order
Cancel Order
Notify Vendor How to Proceed
Wait For Tracking
Issue With Order
No Any Problem
Task BDM With Issue
Receive & Enter Tracking
Invoice Term Clients
Receive Task Back From BDM
Issue Cannot Be Resolved
Issue Can Be Resolved
Email Client Shipment details
Cancel Order
Notify Vendor How to Proceed

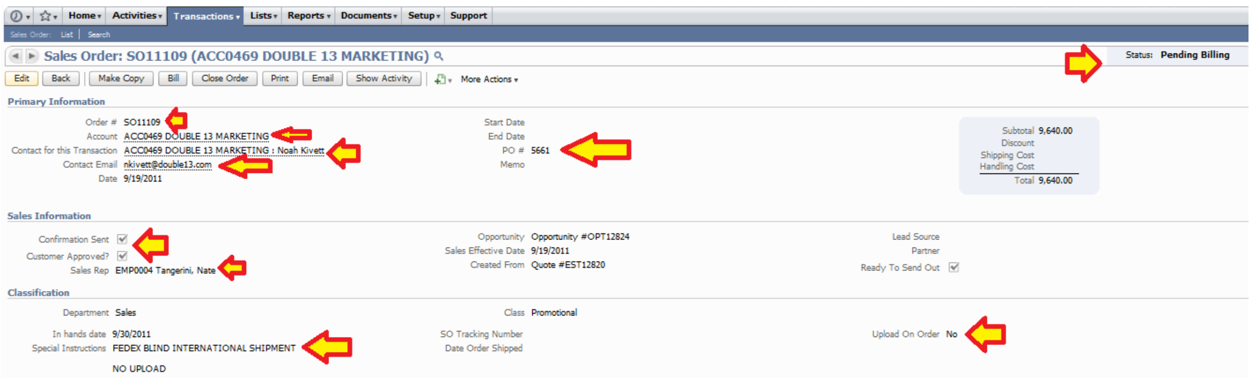
PMSOP-1

Check SO vs. Customer PO

Need to compare the Sales Order that was received and approved to the Purchase order the client submitted to make sure that everything is good to submit to our factory to produce.

Step 1: Make sure that the In Hands Date, Items, Capacities, Colors, Imprints, Upload, Ship To address on shipping tab all match and then scan the artwork confirmation to make sure that everything matches up. (Check Memo and Special Instructions)

Required Fields- Make sure all are filled in.

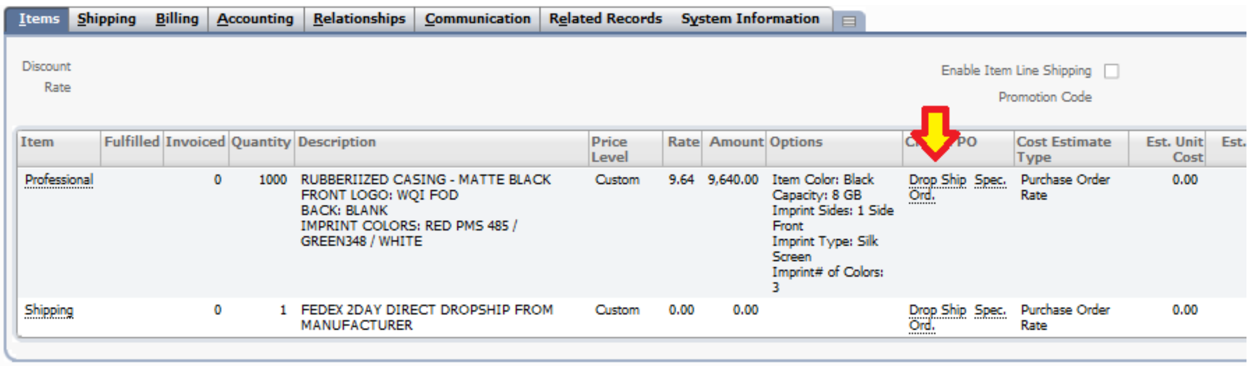


Item	Fulfilled	Invoiced	Quantity	Description	Price Level	Rate	Amount	Options
Swivel			100	Front Side: Logo Back Side: Blank	Custom	4.56	456.00	Item Color: Yellow- 3945C Capacity: 1 GB Imprint Sides: 1 Side Front Imprint Type: Silk Screen Imprint# of Colors: 2
Swivel			100	Front Side: Logo Back Side: Website	Custom	7.56	756.00	Item Color: Red- 485 Capacity: 2 GB Imprint Sides: 2 Sides Imprint Type: Full Color
Swivel			100	Front Side: Logo Back Side: Blank PMS Housing Match (286)	Custom	4.23	423.00	Capacity: 128 MB Imprint Sides: 1 Side Front Imprint Type: Laser Engrave
PMS Color Match Housing			100	PMS Housing Match (286)	Custom	0.15	15.00	Item Color: Custom Custom: Both Drive and Swing Arm Are 286
Full Color Process Imprint			100	Monkey.jpg	Custom	0.25	25.00	Custom: Monkey.jpg
Full Color Process Set Up Fee			1	1 Sided Full Color Imprint	Custom	40.00	40.00	
Upload			300	Same Upload Goes On All Drives Ordered	Custom	0.00	0.00	Custom: Upload Should Be Under 100 MB
Auto Run Upload			300	Autorun website www.usflash.net	Custom	0.15	45.00	
Non-Delete Upload			300	Upload to be partitioned to where it cannot be deleted	Custom	0.15	45.00	
Accessories			300	Attach Key Rings To Drive	Custom	0.25	75.00	Item Color: Black Accessories: Key Ring Claw
Packaging			300		Custom	1.35	405.00	Packaging: Magnetic Plastic
Custom Mold			100	Cactus- See "Cactus" file for clarification	Custom	5.56	556.00	Item Color: Custom Capacity: 4 GB
Custom Mold			1	Mold Charge	Custom	150.00	150.00	
Shipping			1	FEDEX 2DAY DIRECT DROPSHIP OUR FACTORY	Custom	165.00	165.00	

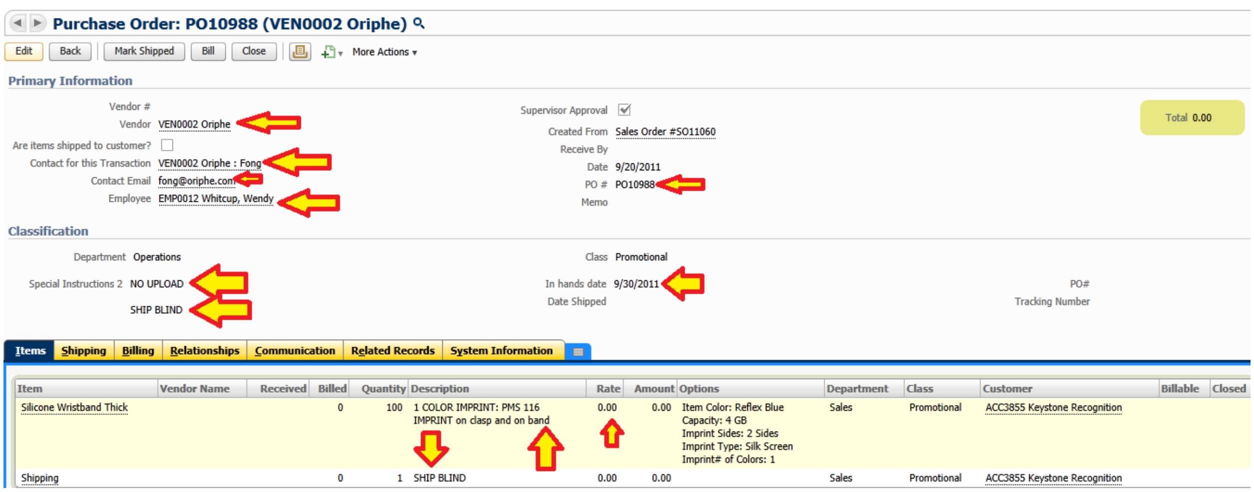
PMSOP-2

Create & Email Out PO to Vendor

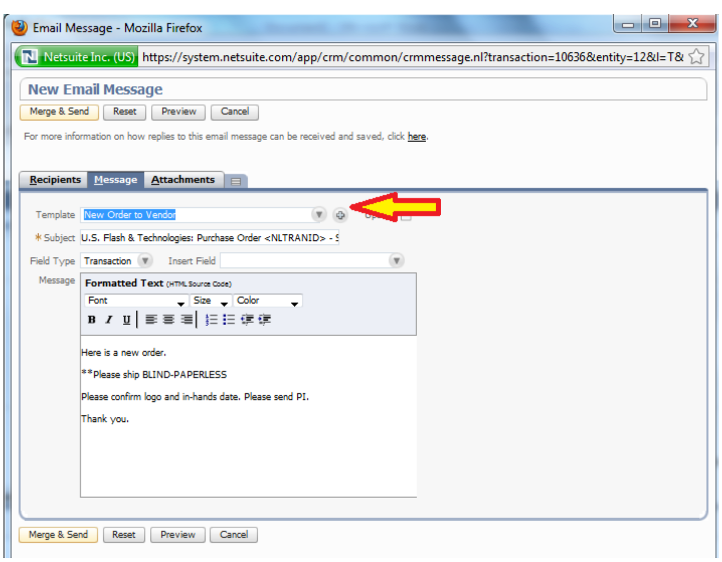
Step 1: Hit the drop ship icon once- Fill in PO Fields, Change Shipping Description, Change Price to 0



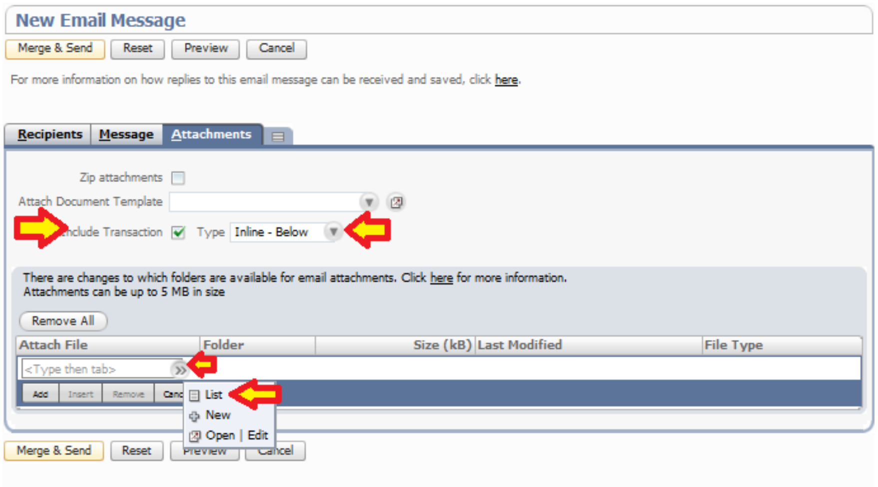
View below for PO required fields

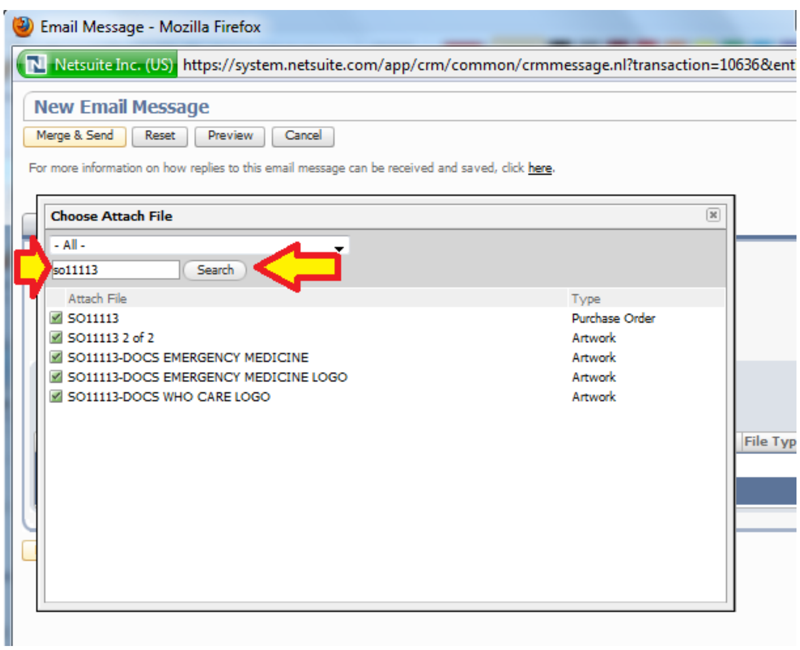


Step 2: Email Order over to the vendor (Use New Order To Vendor Template) (add any specific notes i.e. real sample photo required before full production, upload is on ftp site)



Step 3: Attach Artwork files and PO to the order.





- Attach Upload files in zip form if applicable or post to vendor FTP

PMSOP-3

Receive PI Back

Issue with the order: (in hands date, printing, fedex acct# not working…etc.)

Step 1: Task BDM with Issue and directions on what the options are and to call the client and get it taken care of. Give a deadline to complete the task.

Step 2: Get Task back from BDM on how to proceed.

Step 3A: Issue cannot be resolved cancel order and refund money.

Step 3B: Issue can be resolved, notify vendor on the option chosen by the client, and proceed to PMSOP-4.

No Issue With Vendor Order- Move to PMSOP-4

PMSOP-4

Check PI & Enter Data IN PO & Bill PO

Step 1: check the PI and make sure that the shipping and pricing is in line with what it should be. Provided by Gabe.

Step 2: Click edit in the PO and enter the pricing and shipping amounts in the PO.

Step 3: Click save and then click the Bill button.

Step 4: Fill out the correct fields for the Bill and click save. Record Reference No. as PO#

The date due will always be a Tuesday or Friday. If you are billing the PO on Friday-Monday it will be due the next Tuesday. If you are billing the PO Tuesday-Thursday the bill will be due the next Friday. Click Save

PMSOP-5

Bill Prepaid SO

Step 1: Click the Sales Order that corresponds with the PO

Step 2: If the Sales Order is a prepaid status, it is time to bill the PO. C

Step 3: Click Bill, change tax code to non-taxable on each line item.

Step 4: Click Okay on the next order, it will create a cash sale.

PMSOP-6

Send Email Client About Order

If client is pre-paid

Step 1: From cash sale form choose the email template – “Your Order Is In Process” template (has ETA)

Step 2: Attach Cash Sale as PDF to the document and send.

If client is terms

Step 1: From SO form choose the email template – “Your order Is In Process” Template (has ETA)

*If waiting for uploand, mention in the email.

PMSOP-7

Follow Up On Tracking

Follow Up On Every Order two days before the order is supposed to ship.

-Send Email Template (Order Status)? To Vendor? Request QC Reports? Use Template

PMSOP-8

Order Has An Issue

Step 1: Find out what options are available
Step 2: Start a Task- Detail out the issue, and the options available, and assign to BDM.
Step 3: Receive Task Back From BDM
Step: 4 Notify the vendor with which option to proceed with.

PMSOP-9

Receive & Enter Tracking

Step 1: Check emails for either Fed Ex tracking numbers or emails from vendors with tracking numbers

Step 2: Enter the tracking numbers in the PO and the SO.

Step 3: (If Applicable) Bill the Term Clients and create their invoice. (Change Tax Codes on invoice)

PMSOP-10

Email Out Shipment Details

Step 1: (Term Clients) From Invoice, send out email template “Your Order Has Shipped” email, and attach the Invoice

Step 2: (Pre-paid Clients) From SO send out email template “Your Order Has Shipped” email. (Includes Tracking #)