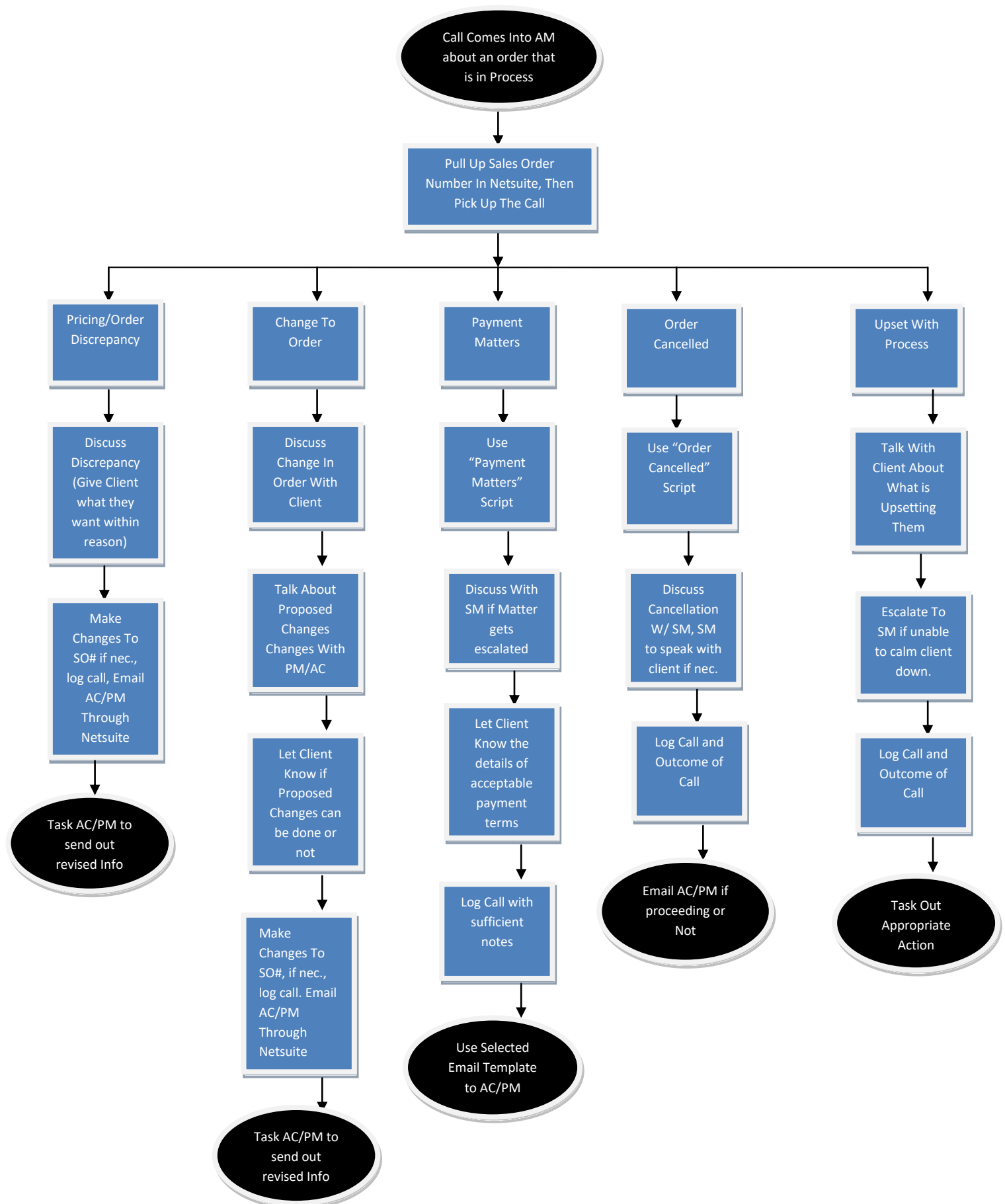


Call Transferred To Account Manager

-About Order In Process-



SOP-OIP-A

Pricing/Order Discrepancy

Policy: This is an area that is tough. We want to go off of the basis that the customer is correct. We are in charge of communication to our clients. Therefore, if there is a mis-understanding, it is our fault because it is our job to communicate clearly.

Guideline: Winning The Battle, isn't as good as Winning the War. This means give in with little issues, so that the client feels taken care of and knows they have support. They will order more from you. WIN THE WAR, NOT THE BATTLE.

SOP-OIP-A1

Discussing Pricing/Order Discrepancies

Get the client what they want within reason. Be apologetic about the discrepancy and misunderstanding. Be very helpful to try to resolve it. Remember that sometimes we can choose to be right, or happy. Let them be right, so you can be happy (wealthy).

If the order/pricing discrepancy cannot be resolved in a diplomatic fashion, escalate the issue to your VP of Business Development.

SOP-OIP-A2

Making Changes To SO#, Log Call, Task/Email AC/PM Through Netsuite

Step 1- It is the BDM's responsibility to go into the Client's SO# and make any/all changes that need were discussed with the client. After the discussion, you should have a very clear understanding of what the client wants now, so it is best that you make all the changes needed.

Step 2- Log Call- Log the call in Netsuite. Make detailed notes about the issue/discrepancy and make notes about the resolution.

Step 3- Assign a New Task to the AC/PM In Netsuite according to the following :

- Make sure that you are tasking out of the SO# that needs the change.
- Title - Send Out Revised Info
- Notify Assignee by Email- Check Box Checked
- Assign to Project Manager or Account Coordinator
 - o The Nature of the revision will dictate who you will assign the task to (most issues in the genre will arise before the order is approved, so the task will generally go to AC.
- Note the Date that this task must be completed
- Message- give detailed message about what needs to be done.

*You are only to revise the information in the SO#. You are not to send the revisions out to the client. It must come from the appropriate AC/PM

SOP-OIP-B

Change To Order

Policy: We would like to be as accommodating as possible to our clients. However, we can get ourselves into a lot of trouble by trying to be too accommodating. "No good deed goes unpunished".

Guideline: If the order is already ordered with our factory for production, it will be much more difficult to change anything on the order, and we open ourselves up for error and loss of revenue. If the order is still in house in the process of being approved, we should be able to change the contents of the order without too much hassle.

SOP-OIP-B1

Discuss The Change In Order With The Client

Talk with your client about the changes, but do not commit to anything. You want to reassure them that you will do whatever you can to try to accommodate their requests. But again, do not commit to anything on this first call.

Log The Call- Be detailed about changes client is requesting.

SOP-OIP-B2

Discuss Proposed Changes With PM/AC

All changes and/or additions and/or subtractions to an order (i.e. increased/decreased quantity, changes to housing colors, logo's..etc, need to be discussed with either:

1. The Project Manager (if the order has been submitted to the factory for production), or
2. The Account Coordinator (if the order is still in the approval process.)

The PM/AC will let you know if the proposed change can be made, and if there will be any time/cost constraints. If the change is required after the order is in production with factory, it will probably require an email/skype to the factory to see the change can be accomplished.

SOP-OIP-B3

Let The Client Know If Proposed Changes Can Be Made

Call The Client...Do Not Email.

Provide at least 2 options, if we cannot accomplish their requests. Never Just Say "No", always offer another option. (Discuss with SM if you are unsure about what options to provide)

Talk with them about the pro's and con's of the options provided.

Once option is picked, explain the following:

1. The exact details of making the change (what is being changed, basically repeat back the details of the option they chose)
2. The time frame to accomplish the change (When they can expect the change to be made, and new In Hands Date) (if necessary)
3. The costs to accomplish the change (if necessary)
4. What to expect from here (Manage their expectations...i.e. I'm going to get these changes made in our system, You should see a revision from AC/PM emailed to you that reflects the changes. Make sure that you go over the revision thoroughly to make sure nothing was missed. Upon your approval we will resume production according to the revised confirmations.

SOP-OIP-B4

Making Changes To SO#, Log Call, Task/Email AC/PM Through Netsuite

Step 1- It is the BDM's responsibility to go into the Client's SO# and make any/all changes that need were discussed with the client. After the discussion, you should have a very clear understanding of what the client wants now, so it is best that you make all the changes needed.

Step 2- Log Call- Log the call in Netsuite. Make detailed notes about the changes and make notes about the resolution.

Step 3- Assign a New Task to the AC/PM In Netsuite according to the following :

- Make sure that you are tasking out of the SO# that needs the change.
- Title - Send Out Revised Info
- Notify Assignee by Email- Check Box Checked
- Assign to Project Manager or Account Coordinator
 - o The Nature of the revision will dictate who you will assign the task to (most issues in the genre will arise before the order is approved, so the task will generally go to AC.
- Note the Date that this task must be completed
- Message- give detailed message about what needs to be done.

*You are only to revise the information in the SO#. You are not to send the revisions out to the client. It must come from the appropriate AC/PM

SOP-OIP-C

Payment Matter

Policy: A client must do at least 4 Pre-paid orders with our company before being eligible for terms. Just because they do 4 pre-paid orders does not automatically give them terms, it is just at that time they are eligible to be reviewed for terms. If given terms, the credit amount, will be the average of the 4 pre-paid orders.

Reason: We would like to offer terms to all our clients. However, in order to keep cash flow running well, we simply cannot extend terms to all clients that ask (even if they have great credit)

Guideline: If the client is insistent on terms, after you have spoken with the client and explained our policies and procedures, you may refer them to your SM.

SOP-OIP-CScripts

Scripts For Payment Matters

Client Has Not Accomplished The 4 Pre-Paid Orders

Hi ____, I understand that you have a request for payment terms on this order. Just to let you know, its not a matter of credit worthiness, but our company has a 4 pre-paid order policy. Meaning that we require a company to do a minimum of 4 pre-paid orders with us first, before being eligible to be reviewed for terms. It gives both parties a chance to work together and understand how business is done on both sides. Credit cards are a great way to protect both parties while we get our business' acquainted. You are covered by your credit card company (i.e. if we didn't produce the product for you, you could chargeback on your card, and be covered), and you also get some terms and bonus points with your credit card as well. Also we are covered, and it make sure that we get paid too. We don't charge the card until we have your order and artwork approval, and our factory has confirmed that everything will be ready by your requested in hands date. So if that sounds agreeable to you, we can continue on with the order.

Client Has Met The 4 Pre-Paid Order Policy

Hi ____, Your company has met the required amount of pre-paid orders with our company. Your application is now eligible to be reviewed, but it doesn't look like there is approval for terms yet. We have a lot of applications for terms and they are reviewed and approved as our credit line allows. What I can do right now is do a half payment upon approval of order & artwork, and the other 50% at shipment, and I will also go talk to my manager about status on your term request.

Log The Call- Be detailed about changes client is requesting.

Send Task To AC to place Hold on Order until payment matter is resolved- Use Task Hold Template

SOP-OIP-C1

Discuss Payment Matters With VP of Business Development

For all requests for terms for clients that have had 4 pre-paid orders with us, use script and talk with your superior in regards to extending terms to the client. The VP will review the previous orders and speak with the CFO in regards to whether or not terms will be given to this client on the next order.

For all requests for terms for clients who do not have the 4 pre-paid orders with us, use the script. If the client is still angry, or threatening to cancel order, or threatening to never order again, Take a time out from the client and discuss the matter with the VP.

SOP-OIP-C2

Let The Client Know The Details Of Acceptable Payment Terms

Call the Client....Do Not Email

Let them know the following

1. You have spoken with your manager.
2. They took the request to their manager
3. Here are is the payment situations acceptable to US Flash and Technologies

Find out if they would like to move forward with the order.

Log Call with sufficient notes

SOP-OIP-C3

Task The AC On The Outcome Of the Payment Matter

Task The AC as to how to proceed with the order from here.

Use the following templates:

Cancel The Order: Use Cancel Order Template

Move Forward With Order As Is: Use Proceed Unchanged Template

Move Forward 50%/50%: Use 50/50 payment template

Move Forward Net 30: Use Net 30 template

Move Forward Net 15: Use Net 15 template

SOP-OIP-D

Cancelled Order

Policy: All orders can be cancelled at any time. The only funds the client will be charged are those that we are charged by our factory.

Reason: Any appearance that a client can't cancel an order makes US Flash look a bit shifty. It gives the impression that we have your money and we are not going to give it back. Not the impression we are looking to have with our clients.

Guideline: If the order has not been approved and sent to the factory, we usually will not incur any costs. If the order has been approved and sent to the factory for production we will probably incur a cost, and we will need to pass those costs on to the client.

SOP-OIP-DScripts

Scripts For Cancelling An Order

Order is still with AC waiting to be approved and sent to factory:

Hi ____, I understand that you have a request to cancel out your PO# _____. It looks like that order is with my Account Coordinator. Let me go chat with her a second and see what is happening with it. Was there an issue with the order, or did you have a cancellation with your client as well?

Take Notes in Netsuite as to why they want to cancel out the order.

If you see a way to save the order, give it a try- i.e. decrease price, offer accessory/packaging

Okay, I've got that all down, let me put you on hold for a second while I check on the order with the AC and make sure that everything is all squared away to cancel it.

Place Client on Hold

Order has been approved and sent to factory, and is in production

Hi ____, I understand that you want to cancel out your PO# _____. It looks like that order is with my Production Manager. That usually means that the order is in production with our factory. So I'm going to have to go speak with my production manager and see what status we have in production and see if we can still get this cancelled. Are we cancelling this out because there is an issue with the order, or because your client is cancelling on you?

Take Notes In Netsuite..

Okay, I took pretty good notes here, and I'll try to get back to you today. However, I might have to get back to you tomorrow on this because our production facility is overseas. So I will probably get an answer this evening. So we can definitely get this cancelled out for you, but I'll give you a call tomorrow to let you know if there will be any restocking fees assessed.

Log The Call- Be detailed about reason for cancellation

Send Task To PM from SO#- to follow up with Vendor as to the status and any costs to cancel out the order.

If you see a way to save the order, give it a try- i.e. decrease price, offer accessory/packaging

SOP-OIP-D1

Discuss Order Cancellation With VP of Business Development

For all requests to cancel an order that is still in process:

Speak with your VP of Business Development and AC while client is on hold.

Your VP and AC will let you know if it is okay to cancel out the order without any costs. It will also allow your VP to hop on the phone and use their charming skills to see if they can woo the client back into keeping the order moving along.

Pick up the call on hold and notify the client that we can cancel the order out.

Task the AC- Use the Cancel Order Template

For all requests to cancel an order that has been approved and is in production:

Once you have received back the information from the PM (They received it from the factory) as to the costs for the client to cancel out the order at this time, discuss the situation with your VP before calling the client back. (Your VP may opt to speak with your client if they feel it is necessary)

Make sure to cover the following areas when you call (Do Not Email) your client back:

1. Their order can be cancelled out today.
2. They will be charged a restocking fee of \$_____ because the items are in production.
3. The remaining amount that has been paid for the order will be refunded the exact same way it was charged gby the end of the day.

Log Call- Detailed notes of what was spoken about

Task- PM – Cancel Out Order Template

SOP-OIP-E

Upset With Process

Policy: All clients are to get the experience they are wishing for within our abilities.

Reason: From time to time we will get a client that doesn't like the way things are moving along, or doesn't like the service they are receiving. We really want to do our best to accommodate the client (within reason).

Guideline: We have our standard operating procedures in place to insure that the products people order are correct and on time, and that we get paid for our services. If a client is unhappy with our process of getting their order accomplished, we can go above and beyond our normal procedures to make this client happy. However, if the client is suggesting that we skip, remove, or bypass one of our procedures, this must be approved by the VP of Business Development first.

SOP-OIP-E1

Talking About What Is Upsetting The Client

General Rule In This Step: Be very concerned about the client and their feelings about the situation. Find out what is troubling about the process.

Here is where we use something similar to the Feel, Felt, Found method of selling:

Step 1: Agree, with the client. (i.e. I am sorry you **feel** that way, I can certainly see where you are coming from on this.)

Step 2: Let them know that they are not the only ones that have had this concern. (i.e. I have had other clients of mine that have **felt** the same way)

Step 3: Let them know the reasons why the policy is in place by relating it to your previous client that have felt the same way. (i.e. What they found was that the "policy they have an issue with" bettered their situation because it insured that their order was done...correctly, timely, etc.)

Step 4: Get the gauge on their new feeling about the policy by giving them a directive question. (i.e. and getting orders correct and on time the first time saves so much time, money and embarrassment in the long run, right?)

Putting it all together would be like this:

Client: I have an issue with the way you do business.

Rep: "I'm sorry you feel that way. I actually had a client last month that had the same issue with our policy. But what they found was that the policy was actually a good step to insuring that everything about the order was received by their client correctly and on time, and at the end of the day, the little bit of extra work to get it order right the first time is worth it, right?"

SOP-OIP-E2

Escalating Problems To VP of Business Development

If you ask the client the directive question and they are still upset, this is the time that you would transfer the call to the VP of Business Development.

Log Call: Make sure to put detailed notes in Netsuite.

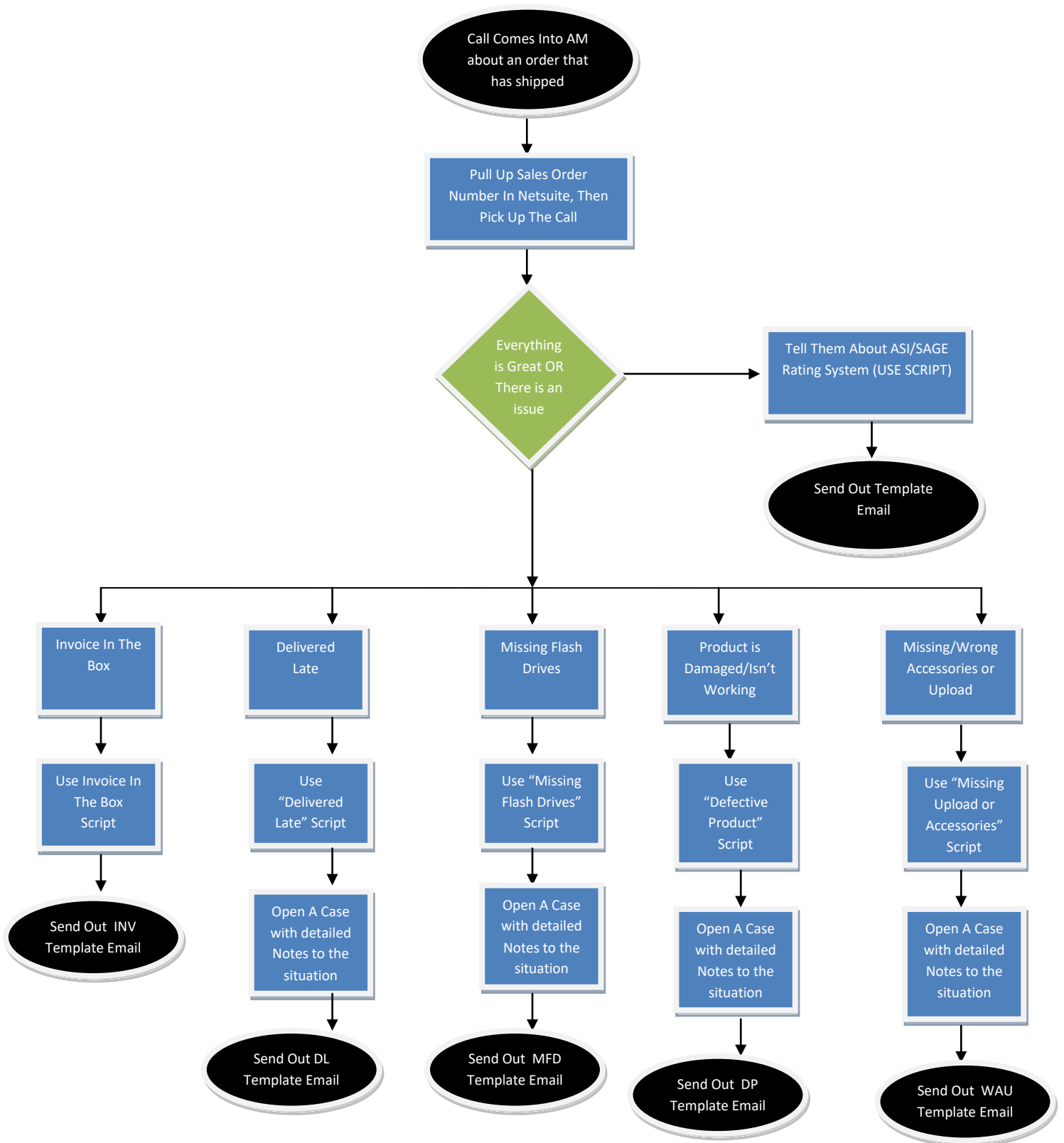
SOP-OIP-E3

Task Out Appropriate Action

If we can accommodate the client and go above and beyond our normal policies and procedures to appease them, you will send out a task to the appropriate person to carry out the task. Make sure to include the date that the client is expecting the task to be done.

Call Transferred To Account Manager

-About Shipped Order-



SOP-SO-A

Invoice On/In The Package

Example: "My client received their drives and there was a Chinese invoice inside that read each drive only cost \$2.00.

Guideline – Apologize to client and be very sympathetic of any grief they may have received from their client.

Assure them this is not the norm and it has only happened a couple of times before. (Refer below to how to handle)

Offer another option to 100% guarantee that this will not happen every again. (Notify them this 100% method may require additional production days and additional cost for domestic shipping)

SOP-SO-Ascripts

"I'm really sorry you received that, and had that experience with your client. I'm actually surprised to hear that because we pay a fee to have all our invoices removed from any packages we ship. The customs agents are supposed to use the invoice to get the package through customs and then discard it. It looks like we have an agent that put it back in the package after clearance. The reason the price would be marked so low is strictly for customs issues. The product cost is marked way below actual value to save on customs duties. This is common for most imported goods. This option is much more efficient and quick, however although about 99.9% secure, it appears that it does allow for human error in customs. If you wish, on future order we would be happy to bring the drives here in house, we can change out boxes and then re-ship the package to the client directly. This will avoid the unlikely event of this happening again. It costs another day and some domestic shipping costs, but it will be 100% effective."

Log Call: Put in details of situation.

SOP-SO-A1

Send Out INV Template

This email template will apologize again, and give a slight discount on the next order, and it will offer a notice to the client, that we will write a memo stating the facts of the situation to explain to their client.

SOP-SO-B

Order was Delivered Late

Example: My client received their order on the 15th and it was suppose to be there on the 14th. They missed their event.

Guideline - Apologize to client and be sympathetic of any grief they may have received from their client. You should have the order up in Netsuite and confirm in hands date on the purchase order. Let the client know we are going to fix and make everything right with their client. Ask the client if you can call them back briefly so you can track and research the delivery date, and asses any additional refunds from the carrier if we can get them some.

Take this time to confirm in hands date on the purchase order, review production sheet and confirm artwork and upload approvals were met in the requested timeline. Communicate your findings with the sales manager, and put together a resolution plan.

SOP-SO-Bscripts

“Hi _____ I’m sorry you are having this experience. Rest assured we are going to fix and make everything right with your client. I have your purchase order up and the tracking information right in front of me. Do you mind if I do some quick research and confirm with our factory and Fed Ex the reason for the delays. Either my manager or I will call you back shortly to confirm what we find out and get you some answers for your client.”

SOP-SO-B1

Open a case in Netsuite for order delivered late. Give a detailed description of the exact challenge.
(Follow Case Procedures Details)

SOP-SO-B2

Use DL Email Template

After Case is resolved you will receive a task from the Operations Manager to send out the DL template

Use DL Template and send to client. This template will again apologize for the delay, offer a discount on a future order, and offer a memo to their client explaining the issue was not a result of the distributor.

SOP-SO-C

Missing Flash Drives In Package

Example: My client received their order. They ordered 200, but they only received 175.

Guideline - Apologize to client and be sympathetic of any grief they may have received from their client. Let client know we are going to take care of their client and make everything right. Have the sales order and tracking information open in Netsuite. Inform client you will need to do some quick research and conformations with your factory. Let client know they will be receiving a call back shortly with a resolution plan.

SOP-SO-Cscripts

“Hi _____ I’m so sorry to hear your having to go through that with your client. This isn’t something that pops up very often, but Rest assured we are going to get to the bottom of this and make everything right with your order. In some cases it was a mis-counting on the clients part, or a multiple box order and one was delayed... I have your purchase order and shipping information right in front of me. Can I call you back in a few minutes while I research this issue with my factory.

Open a Case in Netsuite for missing drives. Document challenge and resolution with new drives being ordered and delivery date. (Use Case Procedures Details)

SOP-SO-C1

After the case is resolved you will receive a task from the OM to send out the MFD Template Email.

Send Out MFD Template email: This email will apologize again for any discrepancy in the amount of drives shipped and basically explain the steps taken to ensure that all drives were received. But in the efforts to avoid the distributor having to call the client a liar, or leaving them hanging we will get the extra drives made up and delivered at no charge to them and make sure their client is happy.

SOP-SO-D

Product Is Damaged/Not Working

Example: My client received their order and they plugged in the drives and the drive isn't working/ Or the casings are falling apart...etc.

Guideline - Apologize to client and be sympathetic of any grief they may have received from their client. Pull up the order in Netsuite and confirm the order specifics. Let the client know we are going to fix and make everything right with their client. Ask the client to describe exactly what is wrong with the drives. Have the client take and send a picture of any damaged drives. Ask the client to try any non working drives in other computers in the office as a defective computer port may also be the issue.

SOP-SO-Dscripts

"Hi _____ I'm sorry you are having this experience. Rest assured we are going to fix and make everything right with your client. I have your purchase order information in front of me right now. Can you tell me.....

How many drives were affected?

What is the exact problem with the drives?

Can you send me a picture of the damaged drives?

Can you have your client plug the drives into a different computer as sometimes a bad computer port may be the issue?

What is your time frame to get the drive replaced?

"Okay, is it alright if I give you a call back in about 10 minutes? I'm going to check the QC report we have done on all of our orders and see if there is anything that showed up on there, and I'm going to speak with my Manager to see if we have any quick fix options, or any other options to get this resolved.

SOP-SO- Open Case

Open a case in netsuite for damaged / non working drives. Give a detailed description of the exact challenge and resolution expected by client. (Use Case Procedures)

SOP-SO-D2

Send Product Damaged Email Template: This template will apologize for the product, assure them it will not happen again, and give them a discount for a future order as well. It will also offer a company memo explaining the issue for their client.d

SOP-SO-E

Missing/Wrong Upload/Accessories/Packaging

Example: My client received their order and they were missing the key rings/ or the wrong upload was on there.

Guideline - Apologize to client and be sympathetic of any grief they may have received from their client. Pull up the order in Netsuite and their order in the share drive and confirm that the products missing are on both the order in Netsuite and their PO. Re-assure the client know we are going to fix and make everything right with their client.

SOP-SO-Escripts

“Hi _____ I’m sorry you are having this experience. Rest assured we are going to fix and make everything right with you and your client. I have your order up in front of me, let me see if I can see where we went wrong here.

Confirm if the missing products are on our SO in Netsuite and their PO.

If the products were ordered on their PO, but did not show up in the box resume with the following:

1. Find out how much time we have to make the order correct for them and their client.

“Can I give you a call back in about 10 minutes? What I want to do right now, is speak with my manager as to what we can do to fix the situation, and also get an idea of where the breakdown was and report back to you.”

Log the Call: Put detail notes about the situation that your manager can review.

Talk with your manager about the situation, and a proper course of action to make it right.

Call Your Client Back- Do Not Email

Hi _____, I spoke with my manager and checked out in house stock, and these are the options we have to offer.

Upload: Option 1: You/Your client can do the upload yourself, and we will give you a discount of \$ _____ on the order OR Option 2: We can give you a shipping label, get the drives back here, we can upload them and get them shipped back out.

Accessories: Option 1: We will order the correct accessory and send it to where the drives are. OR Option 2: Send the drives back here and we will order the accessory and get it attached, OR give a discount and they go without the accessory.

Packaging: Same As Accessories

Go Over Pro’s and Con’s of each option and come to a conclusion on the proper course of action.

Log a Call: Give detailed notes

Open a case in netsuite for missing part of the order. (Use Case Procedures)

SOP-SO-E1

Send Out WAU Template: This Template will apologize for the inconvenience, offer an explanation to their client, and give a discount for a future order.

SOP-SO-F

Missing/Wrong Imprint

Example: My client received their order and the imprint is in the wrong place, or is not the correct color.

Guideline - Apologize to client and be sympathetic of any grief they may have received from their client. Pull up the order in Netsuite and their order in the share drive and confirm that the products missing are on both the order in Netsuite and their PO. Re-assure the client know we are going to fix and make everything right with their client.

SOP-SO-Fscripts

“Hi _____ I’m sorry you are having this experience. Rest assured we are going to fix and make everything right with you and your client. I have your order up in front of me, let me see if I can see where we went wrong here.

Can you please send a picture of what you or your client Received to my Operations Manager?

While you are working on sending that picture to my Ops manager, I will jump in and see what was approved and what we sent over to our factory to produce. I will also compare it to the QC report we do on each order to see the production quality.

Can my manager or i give you a call back in about 10 minutes with a solution on what we can do to fix the situation, and also get an idea of where the breakdown was and report back to you?”

Open a case in netsuite for missing part of the order. (Use Case Procedures)

SOP-SO-F1

Send Out IMP Template: This Template will apologize for the inconvenience, offer an explanation to their client, and give a discount for a future order.

Opening a Case

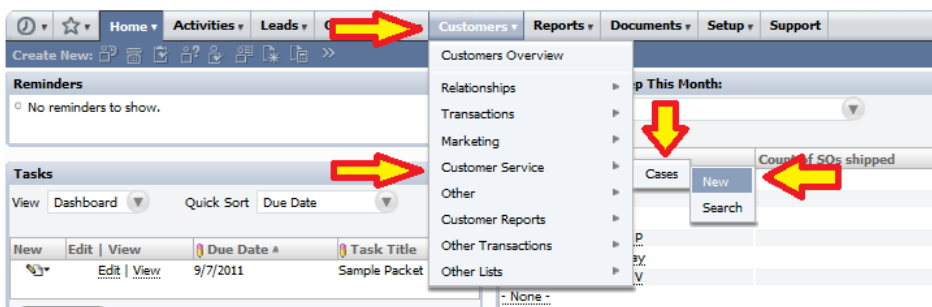
Something Is Wrong With A SHIPPED Order

You receive a call about a shipped order and there is an issue with this order (i.e. the product was shipped out late, missing product...etc.)

You are to use the script that is associated with the issue at hand. There is a detailed way we want each issue communicated and resolved and we want to make sure that the client will want to order from us again.

Once you have spoken to the client and have presented their options to them, you will need to open a case form in order to have the Case Manager follow up with the client and get them all the details they need (i.e. shipping labels, refunds....etc.)

Step 1: Go To Customers > Customer Service > Cases > New



Step 2: Fill out the fields in the top of the new case.

A screenshot of the 'New Case' form. Red arrows point to the following fields: 'Company' (ACC3323 Hunt Group), 'Assigned To' (EMP0012 Whitcup, Wendy), 'Contact' (ACC3323 Hunt G...lann Cocheret), 'Email(s)' (huntgroup@verizon.net), 'Phone' (412-269-4040), 'Status' (Not Started), 'Priority' (Medium), 'Incident Date' (9/27/2011), 'Incident Time' (11:49 am), 'Type' (Problem), 'Case Issue' (Product Was Delivered Late), 'Sales Order #' (SO11021), 'Origin Phone', 'Inbound Email Address', and 'Subject' (Shipment Didn't make it in time).

- Make sure you ask questions as to who our case manager should follow up with and be in correspondence with.
- Make sure you note the correct Sales Order and proper contact info
- Make sure to choose the proper "Case Issue" from the pick list
- Always pick Gabe as the person for the Case to be assigned to.

Step 3: Fill out the Bottom portion of the new case

A screenshot of the bottom portion of the 'New Case' form. Red arrows point to the 'Incoming from Customer' section (Message) and the 'Outgoing from Support Rep' section (Reply). The 'Reply' section includes a rich text editor with a toolbar and a list of employees to assign the case to.

- Make sure to type a detailed message about the issue of the client has incurred and the option chosen (if applicable)
- Make sure to uncheck the box that says send to customer

The Case Manager will call your client back and speak with the Sales Manager about how to resolve and take over from there to get them the items they need to resolve the case.