

Dear Property Manager/Maintenance Manager,

In order to make the order process run more smoothly, the warehouse has prepared the following summary of how ordering should be done on the property side, as well as our process of approving and completing the orders.

First –

TMG-C Décor: The property should auto-generate a warehouse PO. After the PO generates, you should always double check to make sure it is accurate and to cross-check with the Inventory Count Report that is sent monthly. It is VITAL to utilize the Inventory Count Report to prevent ordering/over ordering items we are out of or low on.

Once the order is approved by you it moves to the status of “FIELD OK.” At this point you can no longer edit the order yourself.

TMG-C Décor: The warehouse prefers to have one big order instead of 5 small orders. If you remember something else that you need to add to a warehouse order, instead of making a new order please email warehouse@medve.com or call Kathryn or Tori and we can put a pending order back in drafts for you.

Once the order is reviewed by Kathryn, she will approve the order, and it moves to the status of “PO ORDERED.”

TMG-C Décor: At this point the PO is given to Tori to make a sales order. If there is something on the order that we are out of or low on, she will determine if there is a comparable product that can be sent and make any changes. She will then send an email to the property manager and let him/her know about any changes/substitutions (NOTE: depending on time constraints, sometimes the said changes are reflected on the sales order and LATER changed on the PO before the invoice is sent out).

LASTLY -

TMG-C Décor: Once the sales order is completed by Tori, it is given to the warehouse guys to pull the order. After the order is pulled, it is double checked by Kathryn and then palletized and loaded onto the truck. Ismael will then deliver it to the property – he will sometimes drop the trailer. Otherwise the trailer will need to be unloaded by a sufficient crew. Ismael will have a responsible party sign the bill of lading(s). He will leave one copy with the property and take the other copy back to the warehouse. Once Ismael gives the signed bill of lading(s) to Tori, she will verify that the invoice and PO match, put the order in shipment confirmed, and email the invoice to the property manager.

- With the bill of lading you will also receive a packing list. It is best to check your order with the packing list. It is easier to read and sometimes the bill of lading duplicates items on the print out, which can cause confusion.

- After the order is put into shipment confirmed, the property should receive in the order in Medventory.

- Once the invoice is received via email the property manager should print out the ENTIRE invoice and sign the front page. Then the ENTIRE invoice should be sent to Accounts Payable in the next weekly packet. Even though you only sign the front page, AP requires the whole invoice to do their job properly.

Things to Remember When Doing Warehouse Orders:

- Approximately two weeks before delivery, warehouse will send an email to your property letting you know when to expect a delivery and give a deadline on completing warehouse orders. It is mandatory that you complete your warehouse order by this date. Having your orders submitted and correct at least a week in advance of delivery will allow us proper time to let you know of any changes, pull the orders and load the truck.
- Check your property inventory list and verify they are items you really need. This will ensure fewer returns to the warehouse.
- If you notice a PO in INVENTORY COUNT COMPLETE and you aren't sure why it's there – Please do not delete it. You can look on the PO to see if the warehouse (Kathryn or Tori) made the PO and if that is the case – most likely it was made by taking items that we have in the warehouse off another order.
- When searching for items, always check your property list first. If the item is not on your property list, check TMG-C under the master list. The best way to search is by typing in only one word, such as “granite or blind” then you can narrow it down to the specific item you need.
- You should be ordering for the following month and not for emergency use. If this is not the case you should do a double order to ensure that you are sufficiently stocked. THINK AHEAD!

Warehouse Order Questions/Comments should be sent to:

warehouse@medve.com (more than one person will get this email – so you will get a faster response)

We are continually doing maintenance to Medventory to make the order process easier. (I.e. discontinuing items we no longer stock, removing duplicate items, updating prices, adding photos to items). We would also appreciate your help in keeping Medventory updated by deleting any old PO's in “Inventory Count Complete” status that were created and no longer needed. Also, any orders in “Shipment Confirmed” should be received in a timely manner.

We appreciate your efforts in following the order process, that way we can ensure your orders are processed correctly and in a timely manner. The warehouse continues to try to make the ordering process stress-free and welcome any suggestions you may have to make the process increasingly better.

Please pass this letter on to anyone that does purchase orders.

Sincerely,

Warehouse Team