

February 1, 2018

New Sample Process

TO: PCS Dealer Sales

FROM: Marketing

The sample room has been converted into an inventoried room and is now set up to behave similarly to our accessory and parts departments. This new process will enable us to track our samples more effectively, reduce inventory overages and ship out in shorter lead times. **As of Monday January 29, 2018**, we are required to administer sample requests through customer service and OMX, and pick and ship just like an accessory or part. For processing we will be using the updated distributor quote sheet and completing the **"Sample Door Tab"** that is set up to order sample doors and sample chips. At this time, all other samples (hardware, molding boxes, cabinets, mini-bases and literature) will not be inventoried and will be managed outside of the sample room. To order a mini-base or cabinet, complete the **"Order Form Tab"** on the distributor quote sheet and submit to customer service. For all other items, please submit the **"Literature-Hardware Request Form"** to Agustina Navarro.

SUBMITTING ORDERS

1. **Complete the Sample Door Tab on the Distributor Quote Form and Submit Orders To Customer Service through Zendesk at <http://customerservice.rsipcs.com>**
 - a. cc: Agustina Navarro anavarro@PCSCabinetry.com and Kelly Kemmis kkemmis@PCScabinetry.com
 - b. Be sure to include all contact and shipping information and note if order is chargeable, non-chargeable and/or will-call
2. **Review and Approve Order Acknowledgement from Customer Service**
 - a. Verify ordered samples, contact and shipping information
 - b. Send email confirmation approving order acknowledgement
3. **New Sample Door Nomenclature**
 - a. PCSSD-MSF-30 = PCS Sample Door Mission White
4. **New Sample Color Chip Nomenclature**
 - a. CLRCHIP-PCS-30 = PCS Color Chip White
 - b. To order a complete Color Chip Kit submit a quantity of 1 for each color chip on the order form and submit to customer service.
5. **Lead Time:** Three-Five Days
6. **Literature & Hardware Requests**
 - a. Submit Literature-Hardware Request Form to Agustina Navarro

KEEP IN MIND

1. Sample Room Hours: 7am-3:30pm (PST).
2. Sample Room is now an inventoried room. Product cannot be pulled without an order in JDE.
3. All orders will ship out of the parts department and tracking information will no longer be provided. Contact customer service if tracking information is needed (available once order ships)

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