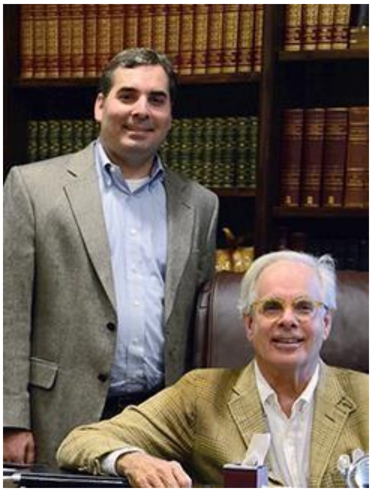
SUMMER CLASSICS HOME



Pictured: William White – President and Bew White, CEO and Founder (left to right)

Summer Classics and Gabby Corporate Office in Pelham, Alabama

Welcome to Summer Classics.

Our company is unique! It requires special people to make it work. Our people are dedicated, visual, driven, friendly, helpful and fun loving and they care. Because of this we can inspire a compelling feeling atmosphere when customers arrive in our stores. This feeling drives sales and provides the customer an exceptional shopping experience.

I have spent my career building products that are better than the competition's for various reasons. Learn the reasons about these products and you can guide your customers to buy our products and know they have the best, most well-designed outdoor furniture in the industry.

Summer Classics designs and crafts classic products that do not go out of style. Our products are designed Engineered to last for many years and are uniquely different than others on the market. Summer Classics retail stores are like no other. This is proven by customers who visit our stores time and time again.

We believe once you experience this culture, you will agree. This is our business proposition – to have unique intelligently well-designed stores and products that last, in an atmosphere that our customers feel comfortable shopping in now and for generations to come.

Yours very truly,

William B. White III President

SUMMER CLASSICS HOME

OUR CORE VALUES AND PURPOSE

At Summer Classics, we deeply believe in the need for a solid foundation of values. We strive to create and maintain an environment focused on our customers and our people. The following core values and purpose mean the world to us and are present in everything we do.

OUR PURPOSE

LIFE'S BEST MOMENTS. FURNISHED. ™

Our interactions should always focus on positivity and creating moments that are genuine.

CORE VALUES

D	**DEDICATION** We are passionate and committed to our work. We do whatever it takes to get the job done.
E	**ENTHUSIASM** We have a positive attitude and look forward to the opportunities that each new day presents to us.
S	**SYNERGY** We believe in the power of teamwork. The team is better than the sum of its parts.
I	**INTEGRITY** We believe in honor, truth and doing the right thing as if God were watching.
G	**GOAL-ORIENTED** We believe in delivering results. We get the future we plan for.
N	**NIMBLE** We embrace flexibility and move at a swift pace, reacting quickly to change.

OUR FUNDAMENTALS

Our Fundamentals are part of the five components that define our culture and represent who we strive to be. We call this the Gabriella White Way.

THE GABRIELLA WHITE WAY

1. Our Core Purpose
2. Our Core Values
3. Our Three Uniques
4. Our Fundamentals
5. The GIFT of Great Service

Gabriella WHITE

OUR FUNDAMENTALS

We at Gabriella White pledge to create a refined experience that complements the compelling and differentiated products we design. The following fundamentals describe our unique culture.

1. PROVIDE A GENUINE AND WARM GREETING.
Everyone has a customer and when we connect it is an opportunity to make a positive impression. Use the customer's name when possible and greet with the intention of making them feel special. Treat the customer as if they are a guest in your home. Take every opportunity to share who we are and what makes us unique.

2. IDENTIFY THE OPPORTUNITY.
Each customer interaction is rooted in some sort of need. It's up to us to listen and gain an understanding of the opportunity. Ask open-ended questions to clarify the customer's goal and determine the specific problem we can solve.

3. FURNISH THE CUSTOMER WITH A SOLUTION.
Recommend a solution that matches their needs. Provide the customer with different options where possible. Use your expertise to make a clear recommendation. Furnishing a solution, from start to finish, requires team collaboration.

4. BUILD A TRUSTING RELATIONSHIP.
Everything we do while delivering the GIFT is intended to strengthen the relationship with your customer. Build trust by delivering against the expectations you have set. Never allow customers to do something for themselves that you can do for them. Trust leads to a tradition that makes customers want to come back.

5. MAKE QUALITY PERSONAL.
Demonstrate a passion for excellence and take pride in the quality of everything you touch and everything you do. Have a healthy disdain for mediocrity. Good is not good enough. Always ask yourself, "Is this my best work?"

6. STAY TRUE TO THE BRAND.
We're all responsible for, and benefit from, the Gabriella White image and reputation. Our products, people, and workplaces all make a statement about our quality and should be a positive reflection of our brand. Consider how your actions and appearance affect our reputation and be a proud ambassador for the company.

7. CREATE A DISTINCT AND COMPELLING EXPERIENCE.
It's all about the experience. With every experience, do the little things, as well as the big things, that surprise people. Create the "WOW" factor that turns customers into raving fans. This includes both internal and external customers.

8. INNOVATE WITHOUT FEAR.
The company has an entrepreneurial foundation with years of learning as-we-go. Success comes from a thoughtful and intentional willingness to try the unconventional and ask, "What if?" Be creative and generate new and different ideas that address a specific challenge. Innovation that achieves value for both the customer and the company can create a sustainable competitive advantage.

9. THINK SAFE, WORK SAFE.
Know and practice the safety procedures for your job. Watch out for the safety of your teammates as well, for we're all part of the Gabriella White family. Never compromise your safety or that of your teammates.

10. BE THE EXPERT.
A big part of the value we add for customers is the knowledge and expertise we have about our products. Be a student of our industry, markets, and your field, and make yourself an expert. Demonstrate a hunger for knowledge and share what you learn. Take personal responsibility for being a lifelong learner.

11. GET CLEAR ON EXPECTATIONS.
Create clarity and avoid misunderstandings by discussing expectations upfront. Set expectations for others and ask when you're not clear on what they expect of you. End meetings with clarity about action items, responsibilities, and due dates.

12. DO WHAT IS BEST FOR THE CUSTOMER.
When in doubt, do what's right for the customer. Think long-term relationship value rather than short-term costs. Put their needs ahead of our own. There's no greater way to build a reputation than to steadfastly do what's right for others. Give the GIFT of great service every day.

13. PAY ATTENTION TO THE DETAILS.
Missing just one detail can have a large impact on a job. Be a fanatic about accuracy and precision. The goal is to get things right, not simply to get them done. Double-check your work. Get the details right the first time.

14. BE A FANATIC ABOUT RESPONSE TIME.
Respond to questions and concerns quickly. This includes acknowledging that we understand the question and we're "on it," as well as keeping those involved continuously updated on the status of outstanding issues. Be faster than our competitors. Move swiftly, react quickly.

15. ASSUME POSITIVE INTENT.
Work from the assumption that people are good, fair, and honest, and that the intent behind their actions is positive. Set aside your own judgments and preconceived notions. Give people the benefit of the doubt.

16. SHOW MEANINGFUL APPRECIATION.
Recognizing people doing things right is more effective than pointing out when they do things wrong. Regularly extend meaningful acknowledgment and appreciation — in all directions throughout our organization.

17. TREAT EACH OTHER LIKE FAMILY.
Our relationships go deeper than simply being teammates at work. We genuinely care for and about each other. Be kind in how we approach and work with each other. Respect the diversity of each individual and the unique contributions they can make.

18. LISTEN GENEROUSLY.
Listening is more than simply "not speaking." Give others your undivided attention. Be present and engaged. Minimize the distractions and let go of the need to agree or disagree. Suspend your judgment and be curious to know more, rather than jumping to conclusions. Above all, listen to understand.

FLIP TO CONTINUE FUNDAMENTALS

19. PRACTICE BLAMELESS PROBLEM SOLVING.
Demonstrate a relentless solution focus rather than pointing fingers or dwelling on problems. Identify lessons learned and use those lessons to improve ourselves and our processes so we don't make the same mistake twice. Get smarter with every mistake. Learn from every experience.

20. HONOR COMMITMENTS.
Do what you say you're going to do, when you say you're going to do it. This includes being on time for all phone calls, appointments, meetings, and promises. If a commitment can't be fulfilled, notify others early and agree on a new deliverable to be honored.

21. SPEAK COURAGEOUSLY.
Speak honestly in a way that helps to make progress. Say what you mean and be willing to ask questions, share ideas, or raise issues that may cause conflict when it's necessary for team success. Be courageous enough to say what needs to be said. Address issues directly with those who are involved or affected. Gossip is never acceptable and isn't courageous.

22. THINK TEAM FIRST.
Help each other succeed. Collaboration generates better ideas than working alone. Be inclusive of your teammates and open to different perspectives that may challenge your way of thinking. Be willing to ask for help, rather than finding yourself alone on an island. Don't let your own ego get in the way of doing what's best for the team. Be there for each other and be willing to step into another role or help a co-worker when that's what's required for success.

23. INVEST IN RELATIONSHIPS.
Get to know your customers and co-workers on a more personal level. Talk more and e-mail less. Understand what makes others tick and what's important to them. Strong relationships enable us to more successfully work through difficult issues and challenging times, and they create life-long partnerships and customers.

24. DO WHATEVER IT TAKES.
Be willing to do whatever it takes to accomplish the job. It's the extra mile that separates the ordinary from the extraordinary. Find a way to say YES, rather than leading with NO.

25. BE RELENTLESS ABOUT IMPROVEMENT.
Regularly reevaluate every aspect of your work to find ways to improve. Don't be satisfied with the status quo. "Because we've always done it that way" is not a reason. Guard against complacency. Find ways to get things done better, faster, and more efficiently. Be open to changing, create processes for every aspect of your work, and then turn those processes into habits to achieve consistent results.

26. THINK AND ACT LIKE AN OWNER.
Make decisions by asking yourself, "What would I do if this were my company? What would I do if this were my own money? Will this help the company succeed? What would make our customers happier?"; be fiscally responsible.

27. GET THE FUTURE YOU PLAN FOR.
While effort is important, our customers expect results. Follow-up on everything and take responsibility to ensure that tasks get completed. Set high goals, use measurements to track your progress, and hold yourself accountable for achieving those results.

28. AVOID SURPRISES.
Things don't always go as expected. Take ownership of mistakes and communicate problems or concerns as early as possible so that we can work together to anticipate the impact and find a solution.

29. ACT WITH INTEGRITY.
Demonstrate an unwavering commitment to doing the right thing in every action and decision, especially when no one's looking. Always tell the truth, no matter the consequences. If you make a mistake, own up to it, apologize, and make it right.

30. KEEP THINGS FUN.
Remember that the world has bigger problems than the daily challenges that make up our work. Things happen. Keep perspective. Don't take things personally or take yourself too seriously. Laugh every day.

SUMMER CLASSICS HOME

CORPORATE CONTACTS

RETAIL SUPPORT TEAM
Vice President of Retail Division
Retail Regional Director
Retail Division Operations Manager
Retail Store Service Representative

RETAIL VISUAL TEAM
Retail Merchandising Manager Regional
Retail Visual Manager

RETAIL ACCOUNTING TEAM
Controller (Send EOM email when store is ready to close out month)
Assistant Controller
Accounts Payable Specialist (Handles bill payment and receiving POs)
Invoicing Processor (Handles Wells Fargo financing payments)
Accounting Specialist (Handles daily balancing)

RETAIL HUMAN RESOURCES TEAM
Vice President of HR (Contact immediately for incidents)
Corporate Recruiter (Recruiting, New Employee Orientation, Onboarding, Exit Interviews)
HR Manager (Benefits, Employee Relations, Processes HRAF's, Quarterly Performance Reviews)
HR Payroll Administrator (Payroll, Time, Attendance)

IT TEAM
Vice President of IT
Technical Services Manager
Systems Administrator/Help Desk MIS
Director

MARKETING TEAM
Chief Marketing Officer
Marketing Assistant (Send requests for marketing material fulfillment) Fulfillment
Specialist (Assists Gwen with shipping store requests)

SHIPPING TEAM
Director of Distribution
Transportation Manager (Truck shipment support)
Traffic Manager (Schedules truck shipments Gabby
Traffic Manager
Shipping Supervisor (Locates missing items from trucks) Traffic
Coordinator
Scheduling Analyst Summer Classics (Send Summer Classics truck requests)
Scheduling Analyst Gabby (Send Gabby truck requests)

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SYSTEMS AND PROCEDURES

SALES ORDER ENTRY

Enter order in eCat. Ensure that the Order Type field is "Confirmed" and submit order. Once submitted the store manager, operations manager, and assistant operations manager will get an email as "Successful" or "Failed".

IF FAILED

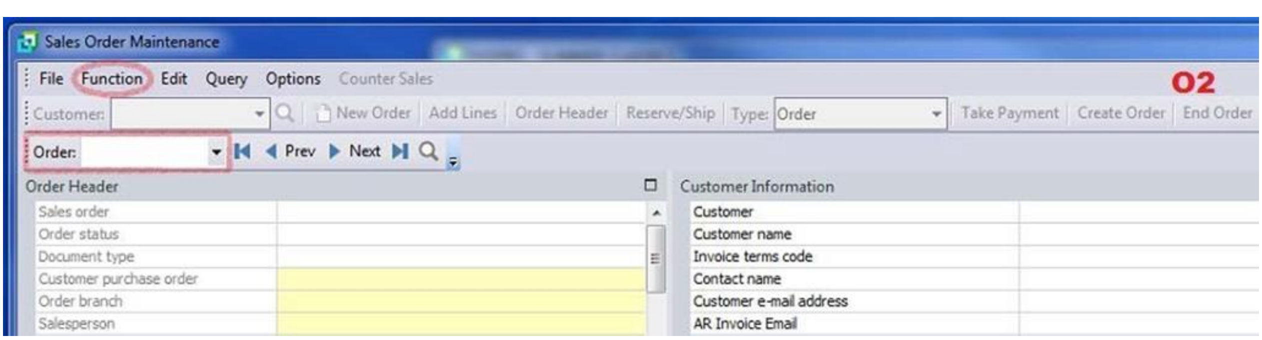
Forward the email to the Director of Operations and Store Communications at corporate and they will help to trouble shot why it failed. However, this should rarely, if ever, happen.

IF SUCCESSFUL

The "Successful" email comes in with all the guests' information along with order information.

Log into SYSPRO. Under the program list window open the Sales Order Folder, then from that directory the Sales Order Entry Folder and finally then click on Sales Order Entry to open.

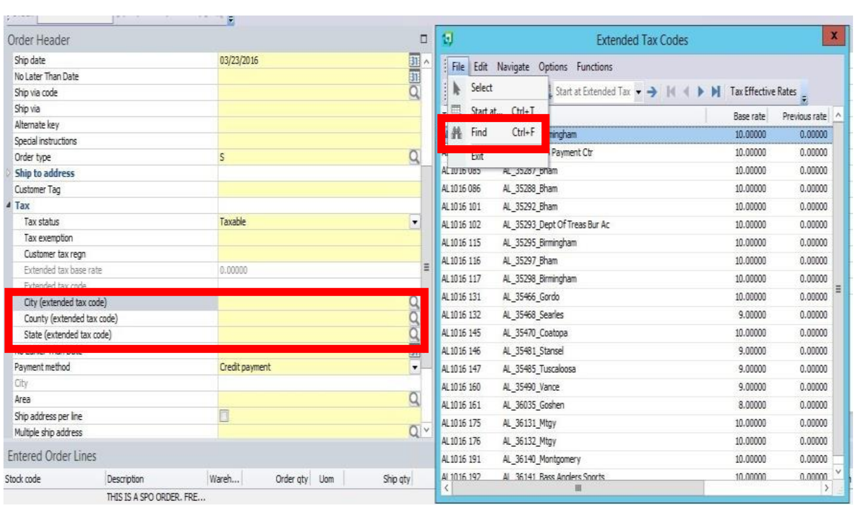
In the Sales Order Entry Window (see **PICTURE O2** below), click on Function Menu (see red Oval in **PICTURE O2**) and select Order Maintenance.



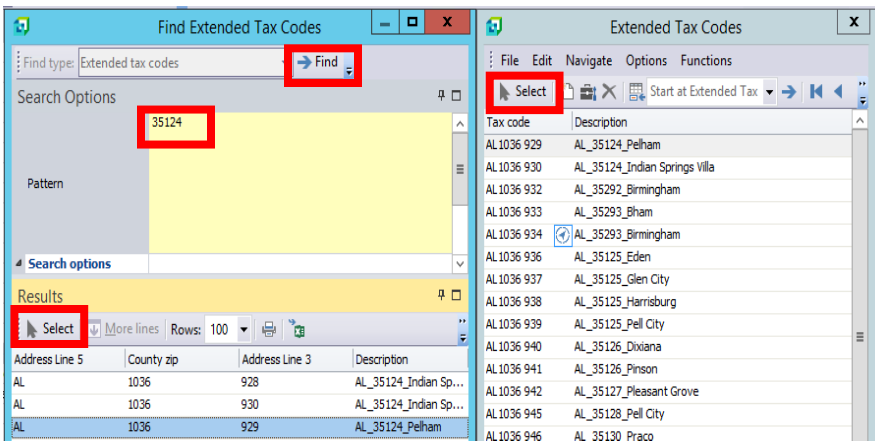
Next enter order number under the Order: Box (see red rectangle in **PICTURE O2**) that was transmitted via email and press Enter.

Select Order Status, change to Open Order and save. Leave the eCat generated reference number on the Customer Purchase Order line. Enter Tax Codes for City, County, and State. Select the magnifying glass on the Promo Code line. Double click on the promo code that matches your coupon if the customer is using one. If there is no coupon or promotion select the NONE option. Select the magnifying glass on the Order Rec Info line and double click on the CUSTOMER option. On the Customer Tag line enter the Customer Last Name, the 300 number, the 100 number, and any PO numbers, if applicable. In the Delivery Type field if it is a Local Delivery choose Standard, if it is a White Glove Delivery choose White Glove and select Residential in the Address Typed field. Please enter the Customers Phone number on the Delivery Info line. If it is a delivery order, select the magnifying glass on the Shipment Request line and select Complete. Select the magnifying glass of the Split Ship Allowed line and select NO so that your order doesn't get shipped until it is complete. If you do want a split ship later, you can go back into your order and select YES.

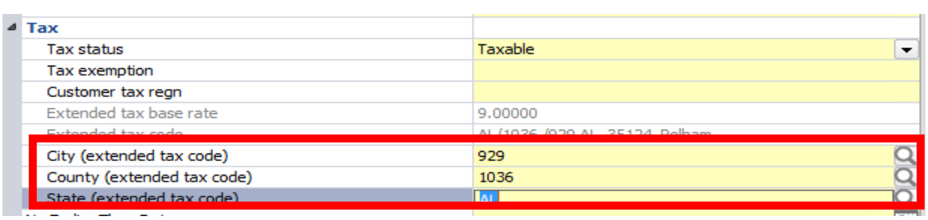
To select a tax code, click the magnifying glass next to any of the extended tax code choices (City, County, or State). When the Extended Tax Codes box opens, select File then Find or press Ctrl + F to open the search box.



In the search box, type the zip code for the appropriate point of taxation and click Find or press Enter. Select the correct tax code from the search results and click Select or double click. Then click Select again. Note: The point of taxation varies by store depending on whether you are taxing at the point of sale of point of delivery.



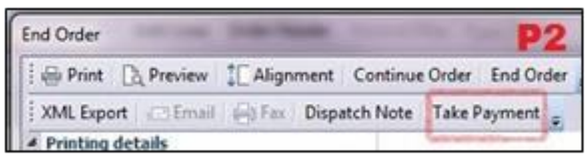
This will auto populate the city, county and state fields based off the tax code selected.



PAYMENT PROCESSING IN SYSPRO

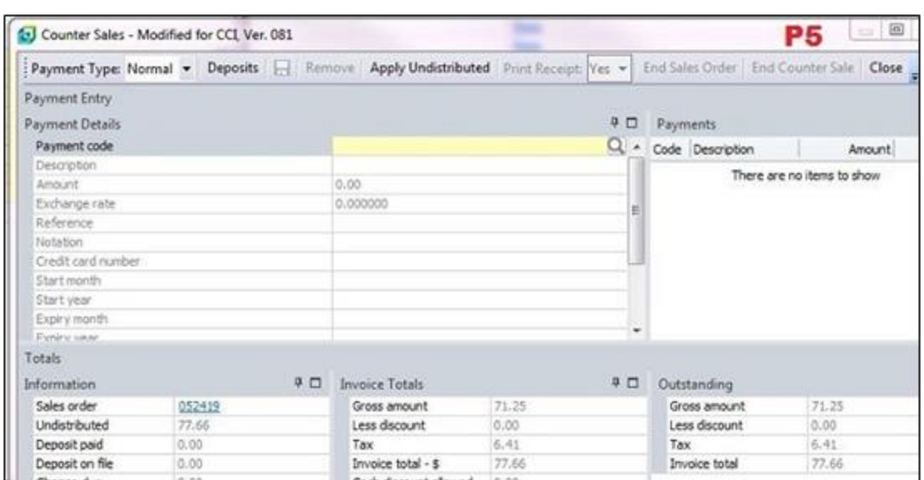
After you have finished entering your sales order in SYSPRO Order Entry/ Maintenance, click on the button on top bar that says End Order (see red oval in **PICTURE P1**).

A box will then open entitled End Order, click on the Take Payment Button (see red rectangle in **PICTURE P2**).



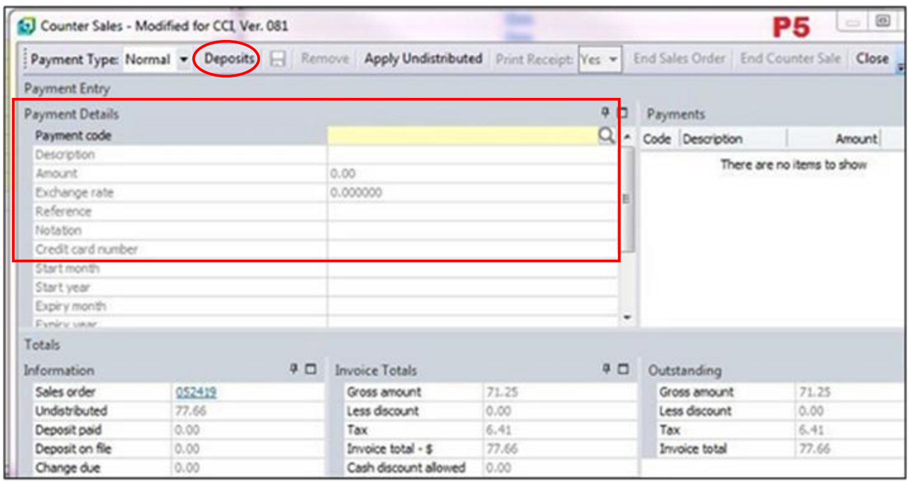
Two more boxes will open next titled Cash Drawer and Sale Order Entry; click Ok to both of them (see both **PICTURES P3** and **P4** below). Make sure that the number listed in the "Cash Drawer" box reflects your store's 300 number.

The box titled Counter Sales will then open up (see **PICTURE P5**).

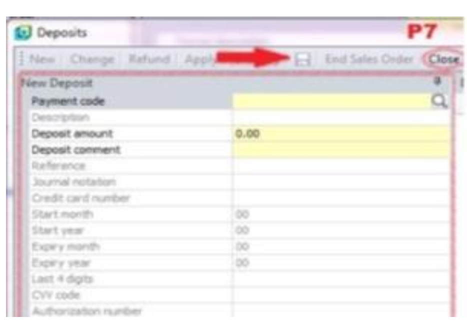


At this point, you have two options.

(Option 1) If a customer is taking merchandise out of the store that day, you enter the payment info at this time under "Payment Details" (see red rectangle in IMAGE below) and print invoice. See below for what to type in each appropriate field.



(Option 2) If the merchandise has to be ordered, click on the button that says Deposits (see red oval in IMAGE above) and enter payment info in the deposits box that appears under the New Deposit section (see IMAGE below). See below for what to type in each appropriate field. To complete deposit, hit "save" (see red arrow in IMAGE) and then the close button (see red oval in IMAGE)



For putting in the money information for option 1 and 2, you will need to use the following.

Payment Code (codes are in the drop-down menu for type i.e. Visa, Amex, etc.; for cash payments, enter payment type as Check then enter "Cash" as reference)
Amount or Deposit Amount (dollars you have taken i.e. $4563)
Reference (please list whatever is appropriate - CC # listed as first letter of card type with the last four digits i.e. A2004; check number i.e. CHK1234; CASH; WELLS FARGO with customer account # listed)
Notation (customer last name with 300 number listed after)

Please enter payments in Syspro using the follow.

Visa = V1234
Mastercard = M1234
Discover = D1234
American Express = A1234
Check = CHK1234
Cash = CASH

If your customer has a partial SPO and is taking part of their order home that day make sure that only the taken items are in the shipped column on the order and put the full deposits in as your payment. After processing the full deposit click on the deposit amount and select Apply. Make sure you change the amount to the available invoiced amount which you will find on the right side of the order screen. Once correct amount is entered save the payment, print and staple to the back of the paperwork.

If there is no SPO but the customer is only taking part of their order, follow the same steps as above. Once payments have been processed go back into the order and move everything that is still tagged for the customer from the backorder column into the shipped column.

HOW TO SCAN AND DEPOSIT CHECKS

Go to the internet and click on Commercial Electronic Office (Wells Fargo) https://wellsoffice.wellsfargo.com/portal/signon/index.jsp. You should have this to your favorites for quick access.

Log In using your Company ID, User ID, and Password.

Select “Desktop Deposit” then “Create Deposit.”

Add together the total $ amount being deposited from all checks combined and enter amount in Control Total box. Select Scan Checks. Load checks into the machine one at a time with the check facing the right side of the machine. Once all are scanned select End Scan.

Select Review Now, verify the check amount for each check then click for next item and save. Submit the Deposit then Complete the Deposit.

Scroll down and click on the View button. Open and Print. Staple the checks to the paperwork that prints out and add this to you’re A/R Bank Deposit Slip and Bank Deposit Slip paperwork for that day. Even though you are scanning a check, don’t forget to enter info in Syspro to balance!

Log out of the Wells Fargo site.

WELLS FARGO FINANCING ENTRY

Go to the Wells Fargo website (https://retailservices.wellsfargo.com/mainMenu.do) and type in your Username and Password.

Select the "Internet Processing System" tab. Select "Process A Transaction" and enter the Account # that the design consultant should have printed when they put in the application. You can also search by customer name. It will show what the customer has open to buy. Select "Authorization and Charge", enter amount he is charging to Wells Fargo, enter Plan # (use promotional calendar for BEST rate), then select submit. Print

HOW TO INVOICE THE ORDER IN SYSPRO

Do everything per usual until you enter payment. Select Check as payment type, enter amount charged to Wells Fargo, type Wells Fargo in the Reference Field and customer name and number in the Notation/Narration Field.

Scan the Wells Fargo ACH Confirmation page from Wells Fargo to an email, then forward that email to Ellen Mims and Kimberly Vaughn in Accounting. Within the email, you must tell them the customer name, order #, amount charged, and the WF fee (the amount charged multiplied by 2.39% for the 1015 12-month financing plan).

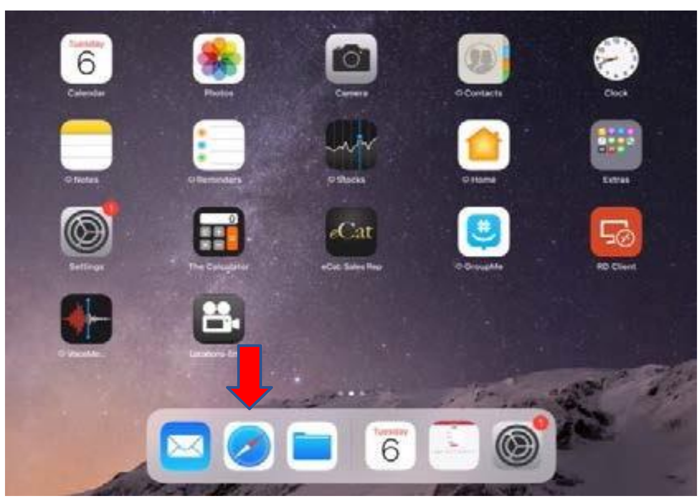
Each store has been provided their individual Merchants ID # and Login

Store #	Merchant Number
301	577442176039576
302	577442176039535
303	577442176039501
304	577442176039519
305	577442176039543

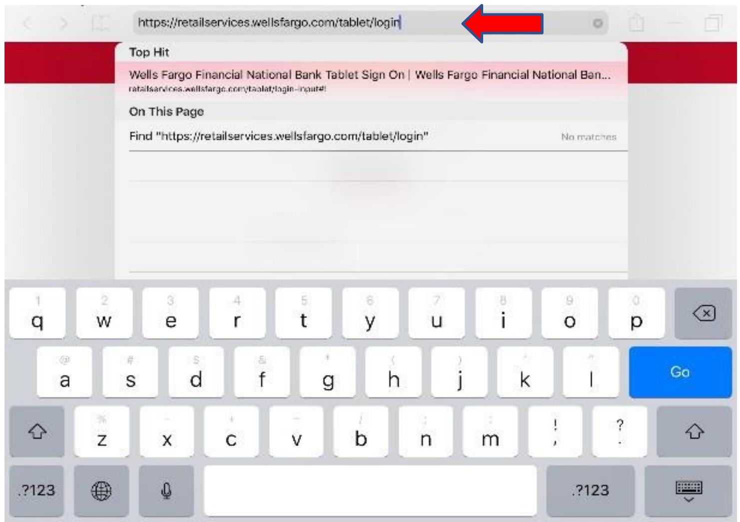
306	577442176039527
308	577442176039568
310	577442176043115
311	577442176047199
312	577442176046134
313	577442176057289
314	577442176059079

HOW TO ADD WELLS FARGO ICON ON YOUR IPAD

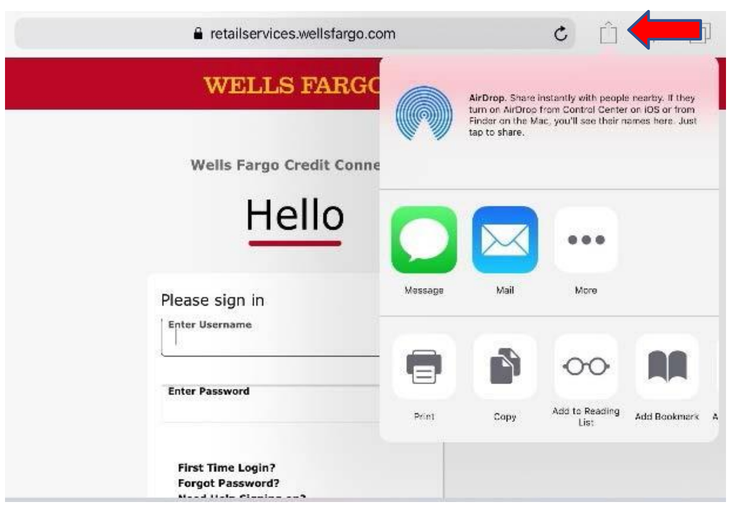
Select Safari on your iPad home screen



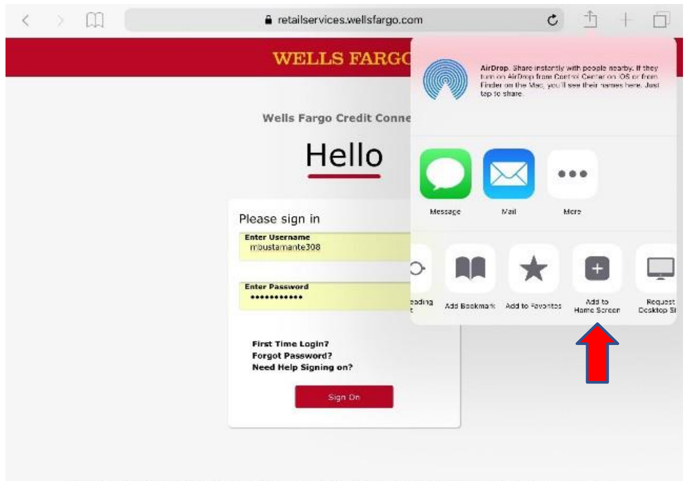
Go to the address bar and type http://retailservices.wellsfargo.com/tablet/login then press GO

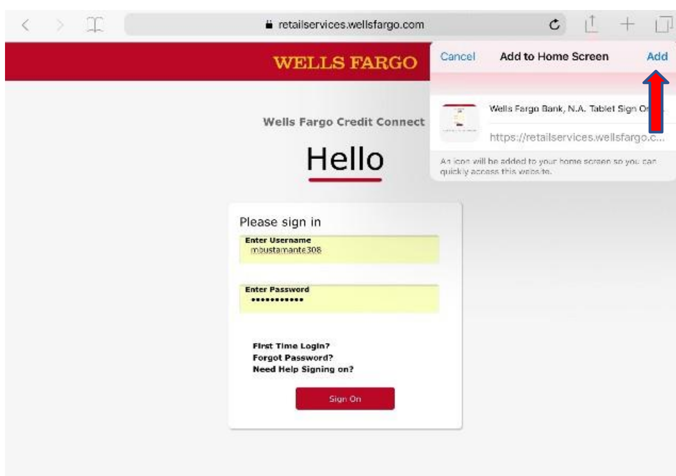


Click on the box with the up arrow (upload tab)

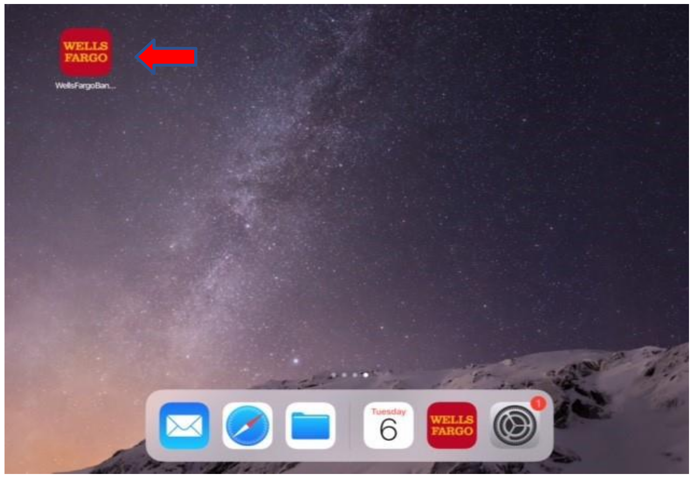


Select “Add to Home Screen” then hit “Add,” as shown in the two screenshots below





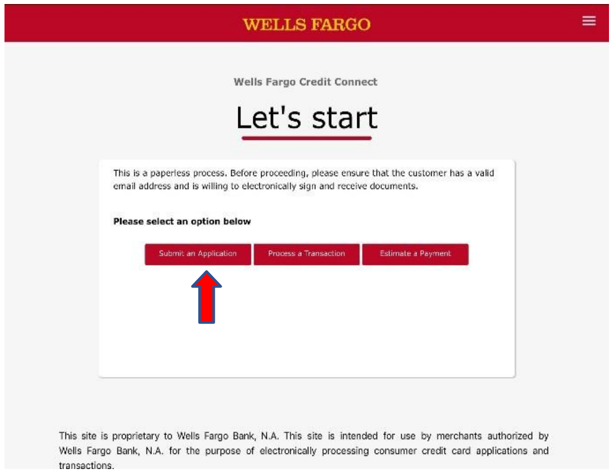
You have now created an icon on your iPad



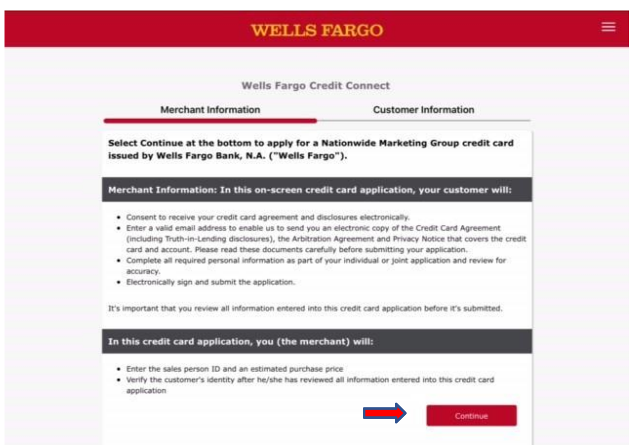
HOW TO PROCESS A PAPERLESS APPLICATION

Click on your Wells Fargo icon and get the Username and Password from your manager then select "Sign In"

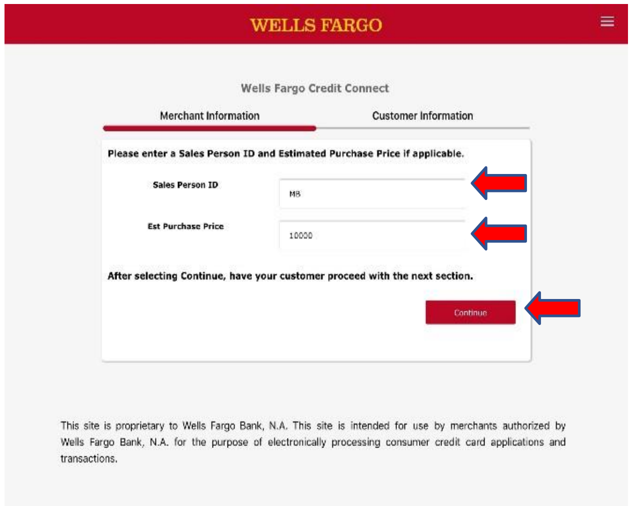
Once signed in, select "Submit an Application"



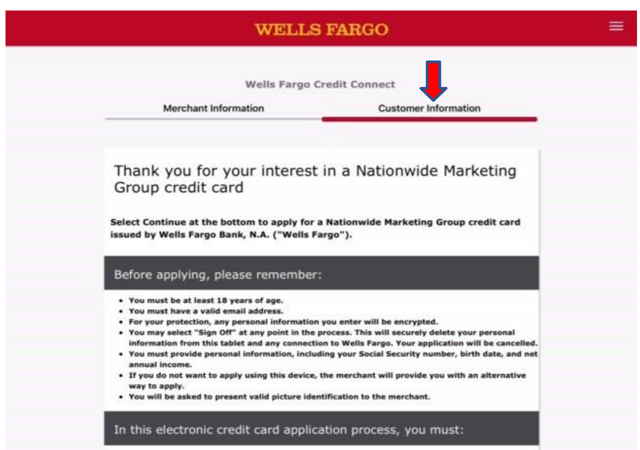
You will be brought to the below merchant screen. Select "Continue"



Enter your sales ID initials and the purchase amount needed. Hit "Continue"

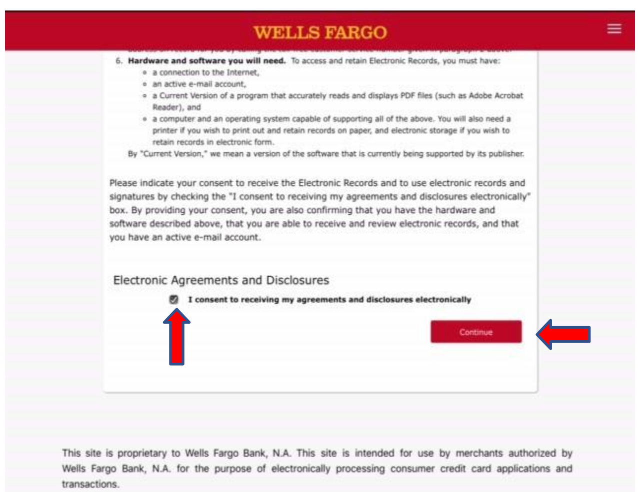


Hand application over to the client, as the next steps are for them to follow. They will enter their personal information here.

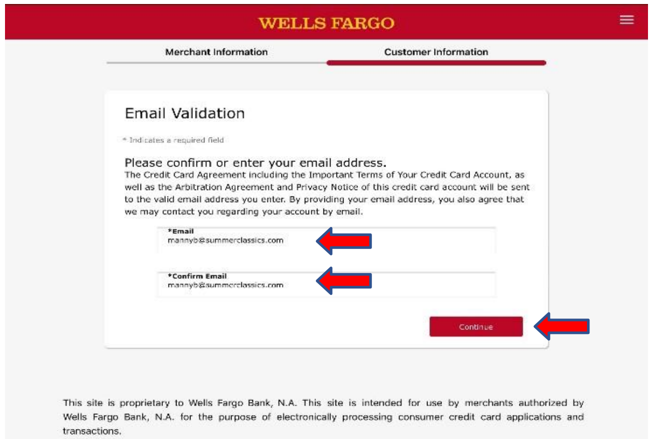


Client scrolls to the bottom of the page and selects “Continue”

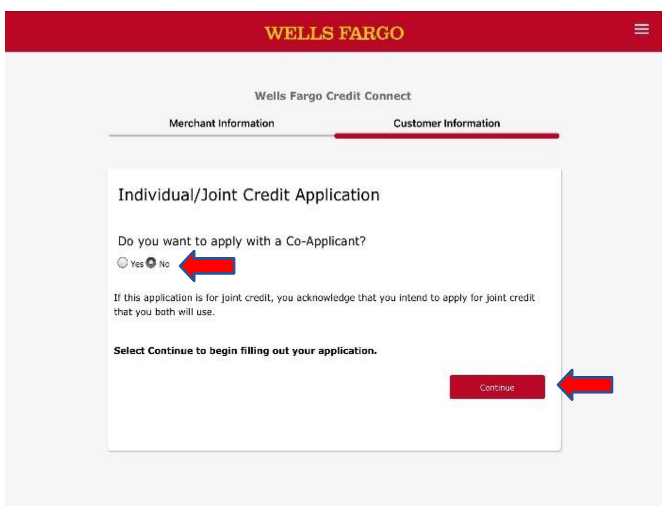
Client reads information and selects the agreement box at the bottom of the page. Hit "Continue"



Client enters their email twice. Select "Continue"

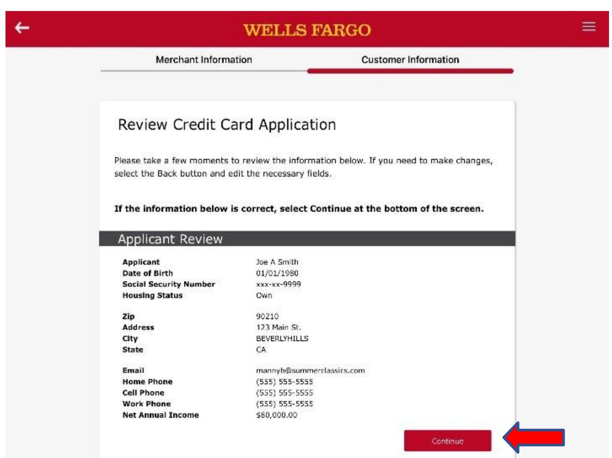


Client selects whether it is an individual or joint application. Click “Continue”

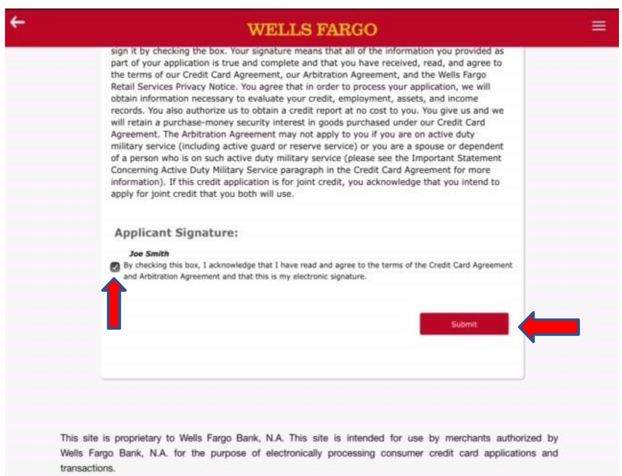


Client enters their personal information. Once complete, select “Continue”

Client verifies that all information entered is correct. Hit "Continue"

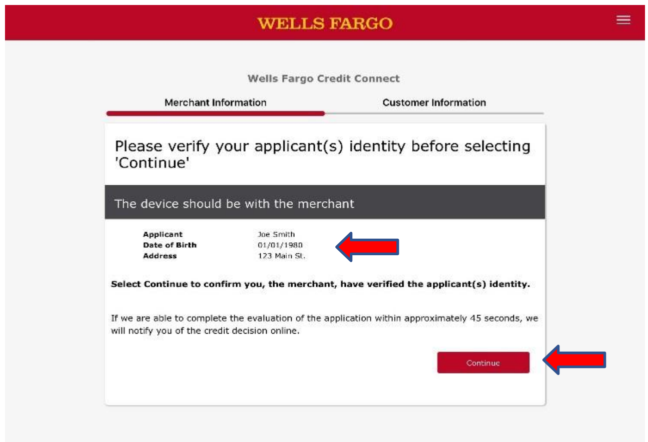


The terms and conditions page will appear for the client to review. At the bottom of the page, client selects the acknowledgement box and hits "Submit"



Client hands over iPad to the Merchant (DC / Manager). Hit "Continue"

Verify the client's identity. Select "Continue"

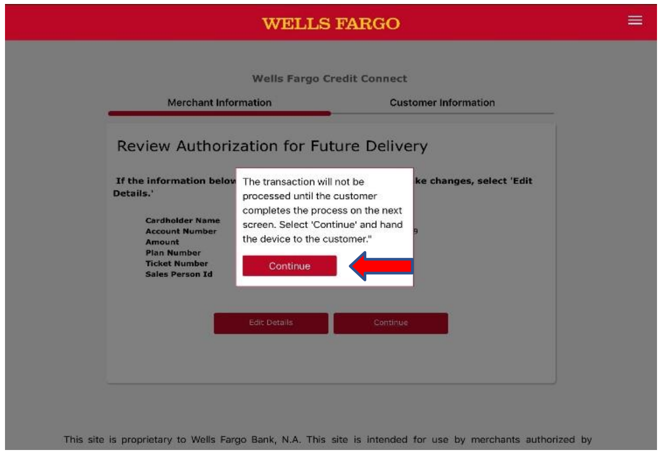


Wells Fargo will now notify you if financing is approved and the amount approved for. If approved, select "Authorize Only"

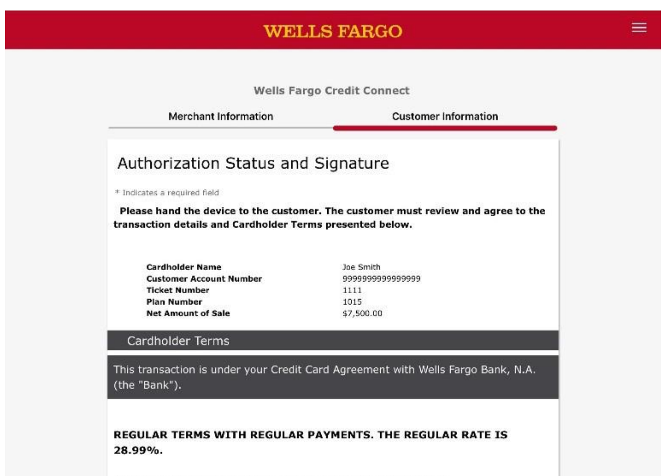
Enter the amount of the order, including tax and delivery. Plan # is 1015 (unless within a promotional period - Store Support will provide you with that information at the appropriate time) and enter your sales ID initials. Select "Continue"

Verify the information is correct. Click “Continue”

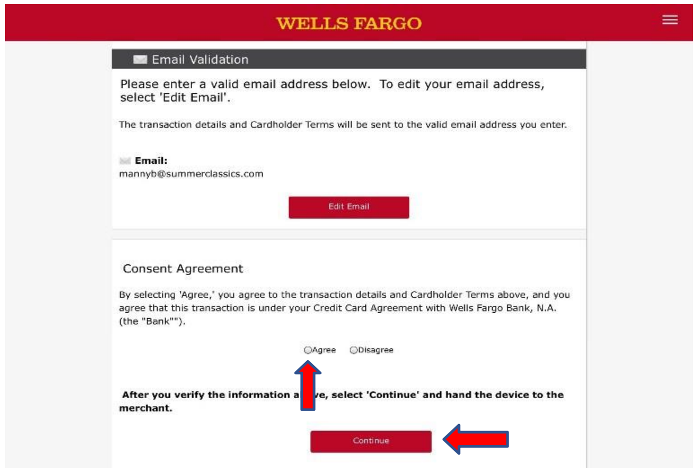
Select “Continue” and hand iPad to the client



Client verifies the charge and scrolls to the bottom of the page



Client verifies email and selects “Agree” then “Continue”



Client passes iPad back to you (DC / Manager), and the transaction is complete. Client receives an email of the authorization. Click on the top right corner and select "Sign Off"

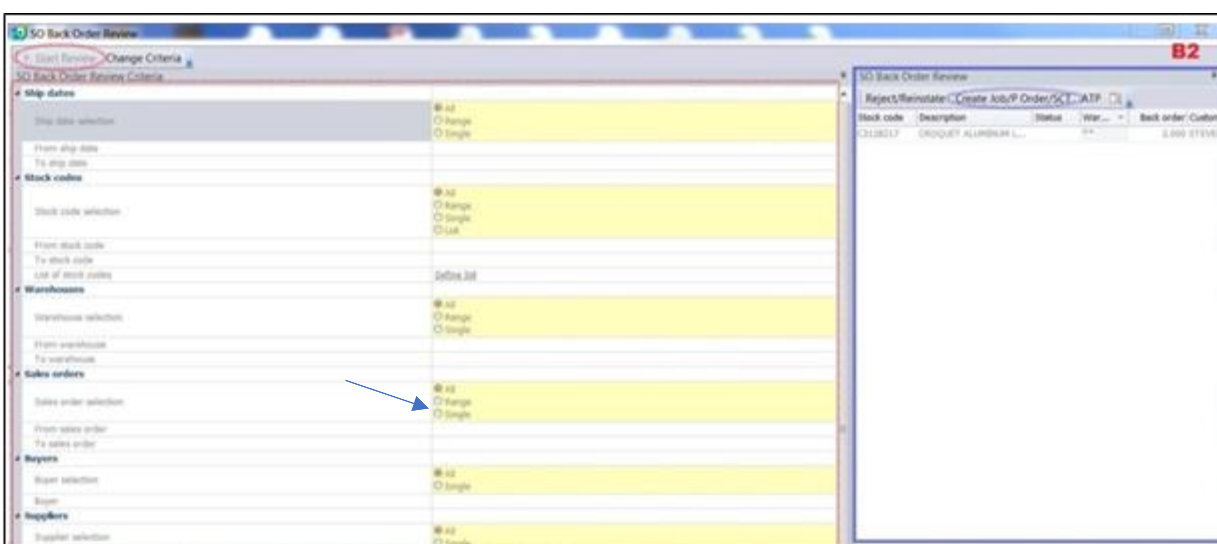
SUMMER CLASSICS
HOME

BACK-ORDER REVIEW/CREATING SCT/SCT ORDER ENTRY

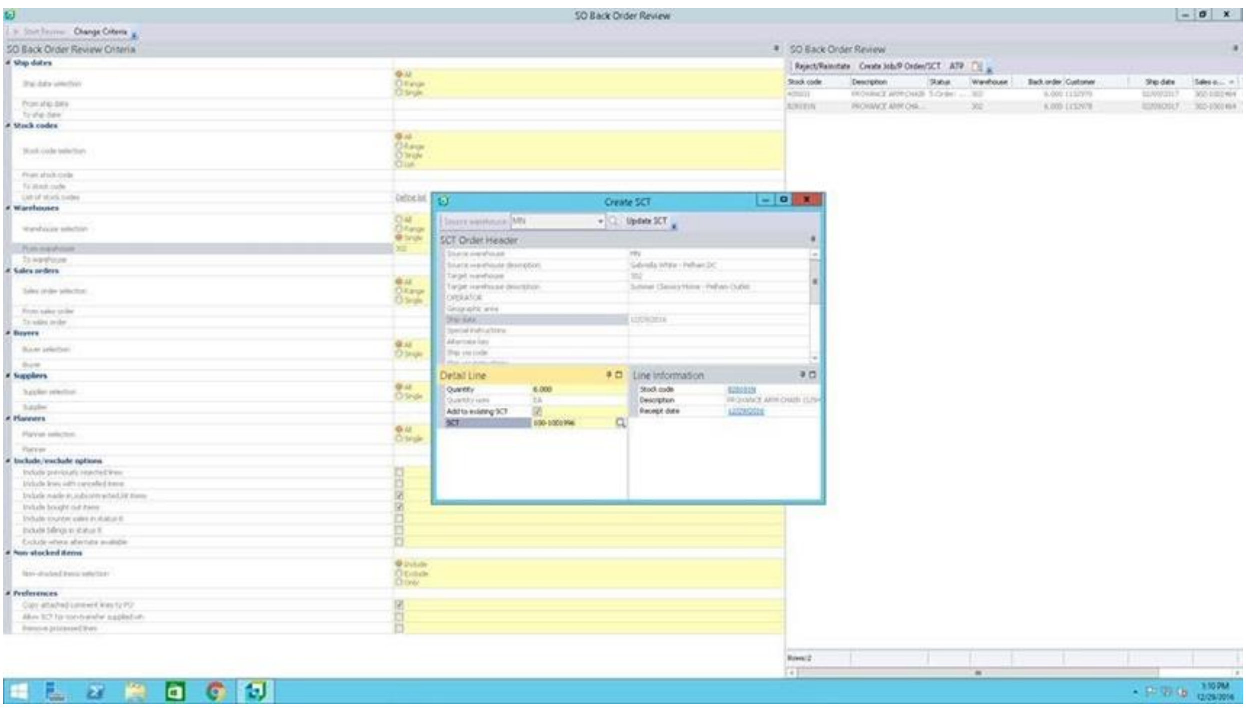
This is a two-part process to make sure that your Summer Classics merchandise orders are processed, filled and shipped from the DC. At this point you should already have the merchandise order entered. Before proceeding make sure that all items that need to be ordered are in the back-order column on your sales order, and items you have in stock in your store are placed in the ship column on your order (since already at store). The first step will create your SCT per Sales order using Back Order Review.

Go into SYSPRO and pull up your store's company. Under Programs list window open the Sales Orders Folder, then from that directory the Sales Order Processing Folder and finally click on Back Order Review to open.

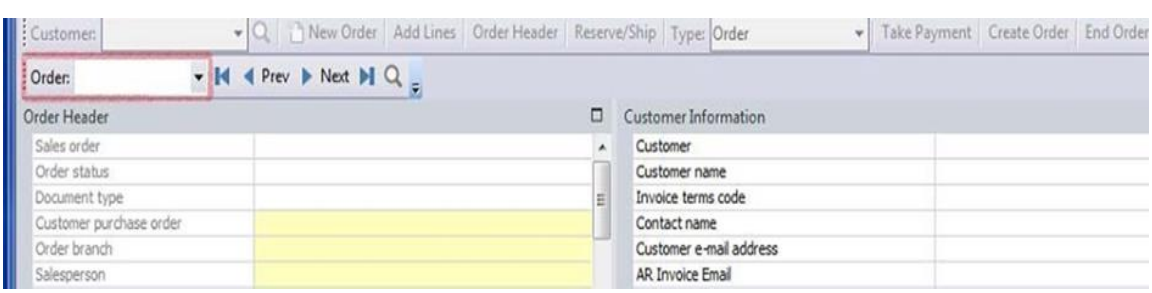
Under SO Back Order Review Criteria Window (see red rectangle in **PICTURE B2**) Select Single Sales Order and enter your generated 300 # and then select the Start Review Button (see oval on left in **PICTURE B2**). This will pull up all lines associated with the sales order number.



Double click the first line item to pull up a <u>Create SCT Box</u> then select Create SCT. Write down the SCT number on you order cover sheet. Print if you are only ordering one item. If you are ordering additional items close the box. Select next line item and hit the Tab key then select the Add To Existing SCT box on the bottom left and enter the SCT # that you created with your first order line. Next select Update SCT. Once all lines have been added to the SCT print an Order Acknowledgement and staple to the back of your order paperwork. Use the X in the top right corner of your screen to exit Back Order Review.



To create the SCT, log back into Sales Order Entry and type in the 100 number in the Order box.



Enter the customer's last name and the 300-order number on the Customer Purchase Order line. Select the magnifying glass on the Order Rec Info line and double click on the CUSTOMER option. Select the magnifying glass on the Promo Code line. Double click on the promo code that matches your coupon if the customer is using one. If there is no coupon or promotion select the NONE option. If it is a delivery order, select the magnifying glass on the Shipment Request line and select Complete. On the Customer Tag line enter the Customer Last Name and the 100 number. In the Ship via Code box, select the appropriate code based off the below information. In the Delivery Type field, if it is a Local Delivery choose Standard, and if it is a White Glove Delivery choose White Glove. In the Address type field, if the order is shipping to your 3PL, select 3PL; if it is a dropship/white glove direct to the customer, select Residential; if it is shipping directly to your store, select Store. Please enter the Customers Phone number on the Delivery Info line. Enter the appropriate information under the Ship to Address field. On the Print Pick Ticket Now, type N for NO so that your order doesn't get shipped until it is complete. If you know for sure that everything on the order is in stock and the customer wants immediately, then type Y for Yes. If you want a split ship an order later, you can go back into your order change that N to a Y and the shipment request to As Available. End order and print Order Acknowledgement.

SCT ORDER INFORMATION FOR 100

Order being Shipped to Store

Shipping Instructions: SC

Address Type: Store

Delivery Type: Standard

Ship to Address: Stores Address

Order being Shipped to Customer- Drop Ship

Shipping Instructions: PRE-PAID FREIGHT

Address Type: Residential or Commercial

Delivery Type: Standard

Ship to Address: Customers Address

Order being Shipped to Customer-White Glove
Shipping Instructions: PRE-PAID FREIGHT
Address Type: Residential or Commercial
Delivery Type: White Glove
Ship to Address: Customers Address

Order being Shipped to 3PL
Shipping Instructions: SC
Address Type: 3PL
Delivery Type: Standard
Ship to Address: 3PL Address-

*Please note that you will only use the shipping instruction “SC” for orders being shipped to store and/or 3PL and only applicable for Montevallo (MV) and Pelham (MN) warehouse orders, NOT Claremont (CL-MN). Claremont orders will remain coded as PP for Pre-Paid Freight!

THIS IS IMPORTANT for STORES SHARING 3PL (CHA, RAL-UNITED). Please ensure all addresses read the same and we do not altar.

Charlotte, Raleigh: United
Ship to Address-
Ship to name: Summer Classics Home
Street Address 1: C/O United Furniture Services
Street Address 2: 2409 E Martin Luther King Jr Drive
City, State: High Point, NC
Do Not Use:
Do Not Use:
Country:
Zip: 27260

For Orders going to 3PL:

Ship via code	SC
Ship via	WITH SC TRUCKLOAD
Address Type	3PL
Delivery Type	Standard

For Orders going to Store:

Ship via code	SC
Ship via	WITH SC TRUCKLOAD
Address Type	Store
Delivery Type	Standard
Delivery Info	

For Orders going Drop Ship to Client:

Ship via code	PP
Ship via	PRE PAID FREIGHT
Address Type	Residential
Delivery Type	Standard

For Orders going White Glove (outside of local 3PL or Store Delivery radius):

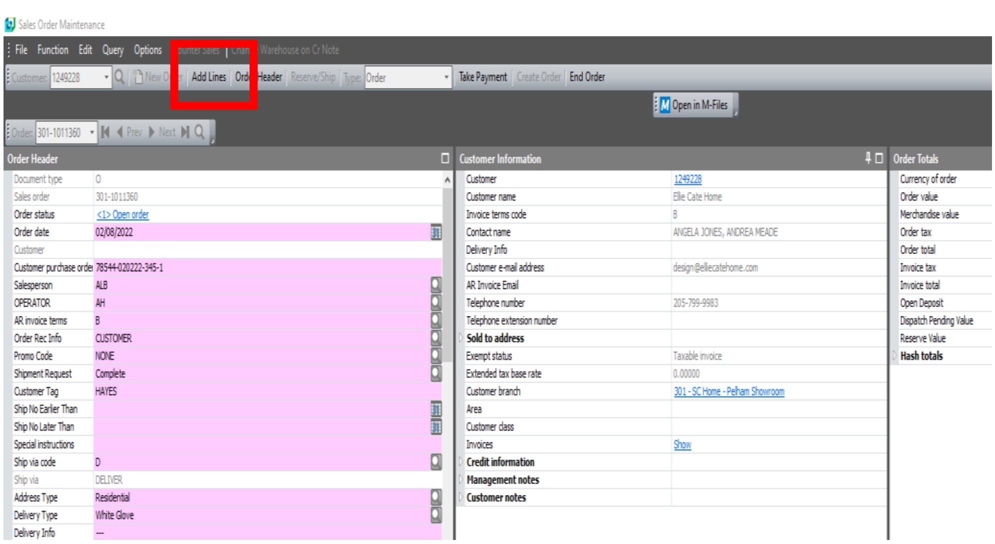
Ship via code	PP
Ship via	PRE PAID FREIGHT
Address Type	Residential
Delivery Type	White Glove

ADDING LINE ITEMS TO EXISTING SALES ORDER

Customers will occasionally contact their design consultant requesting to add product to their existing sales order. DC/Manager will follow below steps to ensure product is order correctly.

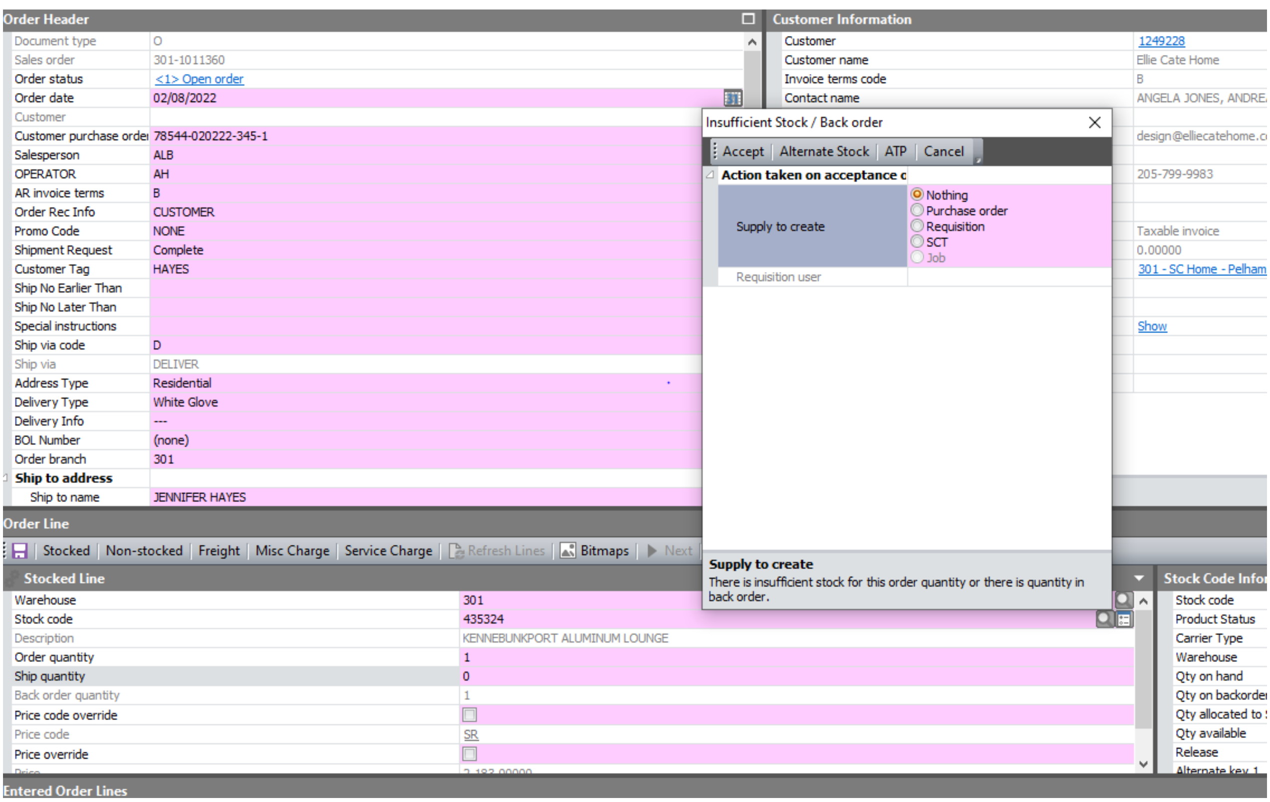
Step 1: Design Consultant makes note of what client wants to add to their order and connects with the store manager to have the product added to their active order in Syspro

Step 2: Open order is Syspro in Sales Order Maintenance and Click "Add Lines" at the top.

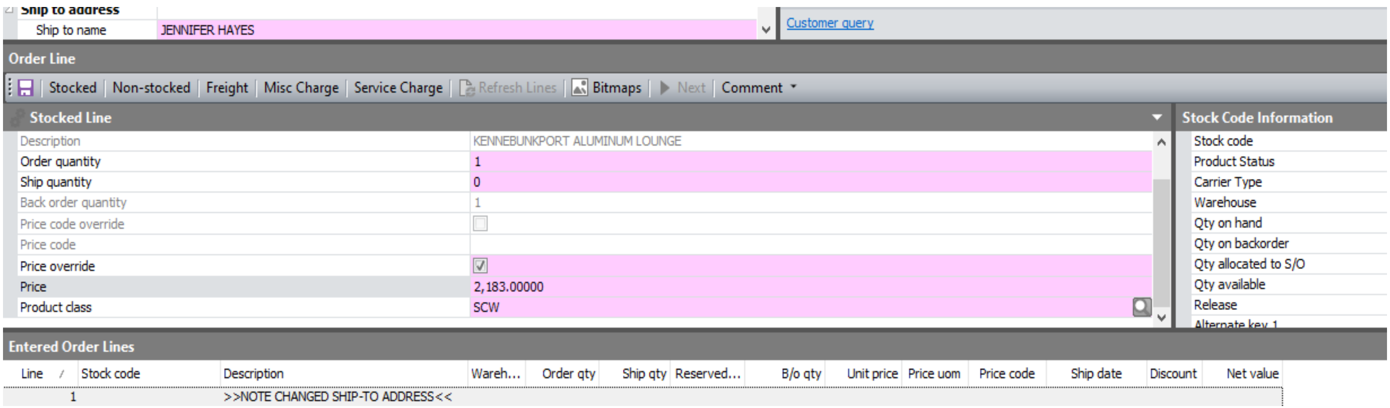


Step 3: Make sure your warehouse number is defaulted in the “Warehouse” field. Type in your stock code in the “Stock Code” field and press “Tab” to jump down to “Order Quantity.” Type in your desired quantity. You will see the below box appear on your screen because you are needing to order the item. Click “Accept”.

*Please note that if the item you are ordering and its exact quantity is in your inventory, this box might not appear, and the ship column field will auto populate to the quantity in inventory. You are NOT pulling for your store’s inventory so you will need to change this to 0 so you can order for your client!

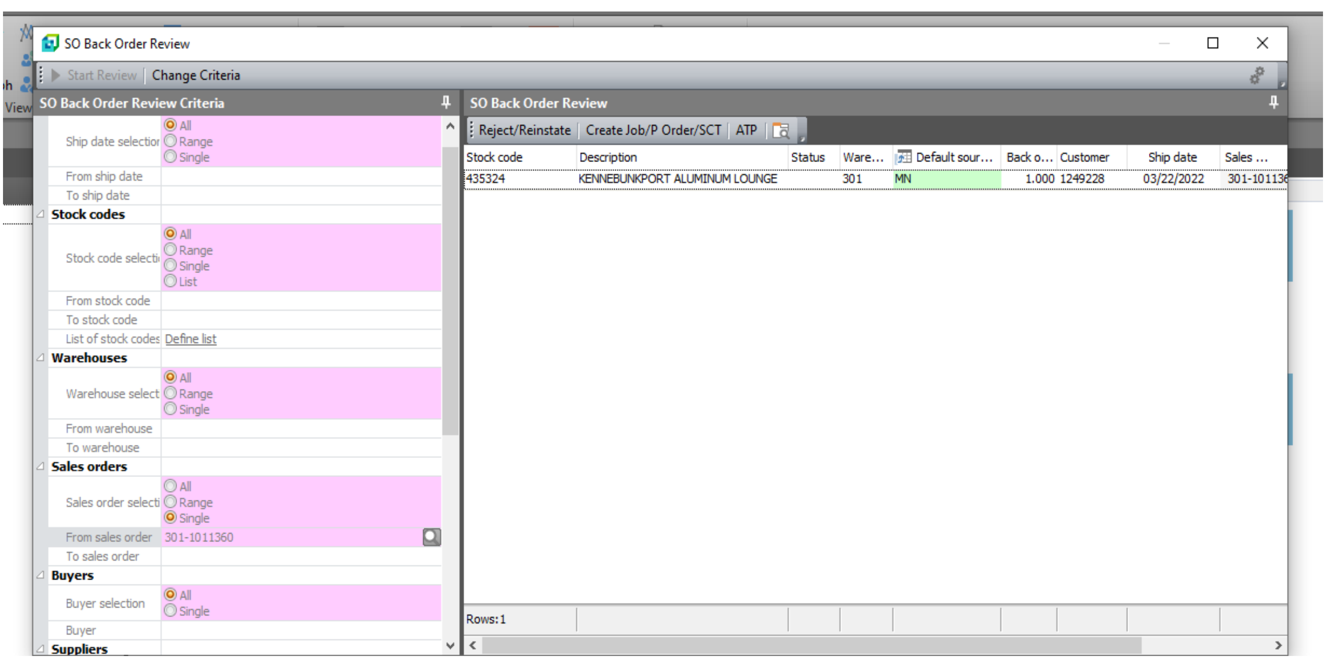


Step 4: Select the “Price Override” box to change the price, as the MSRP automatically fills when adding the sku. Change to reflect the current discount. Click the “Save” icon to add to your order. Your open deposit will increase so the customer’s remaining balance will change. Please ensure to collect payment.

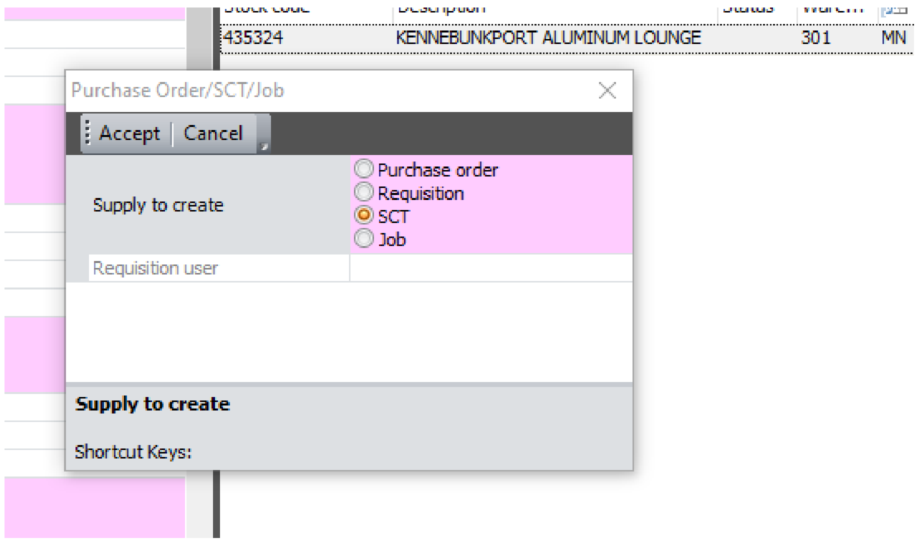


Step 5: You will now see the added item on the below order lines. If not, click "Refresh Lines" under the Order Line area.

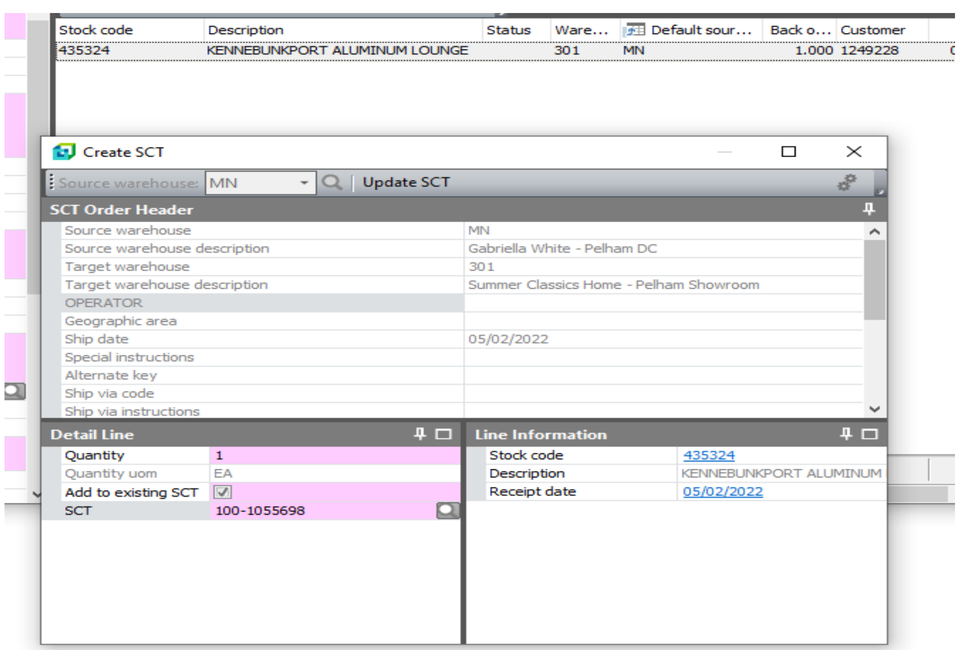
Step 6: Go into Back Order Review and type in your Sales Order number. Click "Enter" and you will see your added line item.



Step 7: Double click the line item and hit "Accept"



Step 8: Click the tab button to open up the Detail Line fields. Click the box next to "Add to existing SCT" and type in the SCT number (100-XXXXXXX) that is tied to the 300-order number. Click "Update SCT."



Step 9: Open up your SCT and you will see the added item.

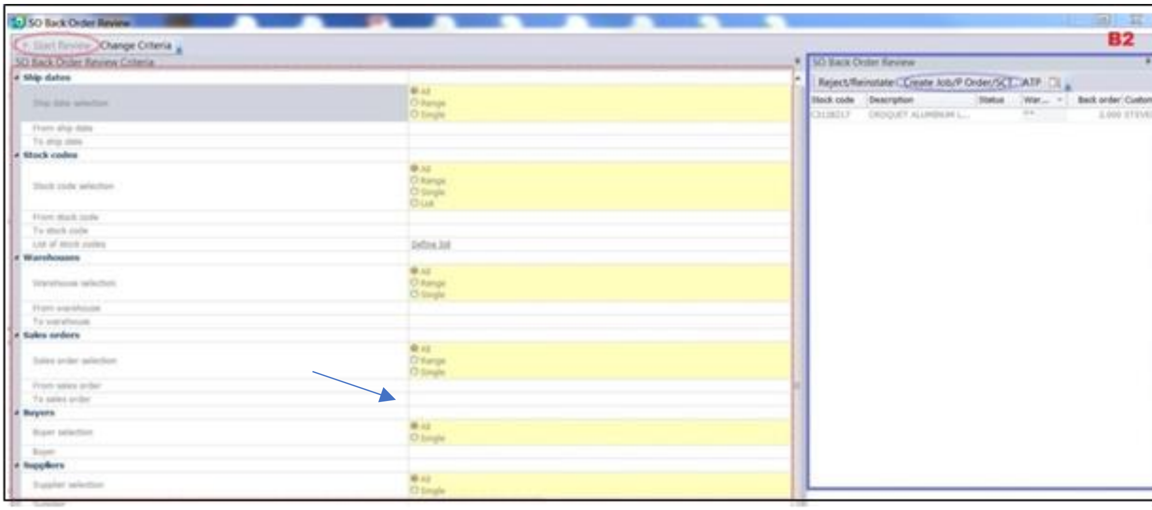
CREATING CL-MN SCT/CL-MN SCT ORDER ENTRY

If you are placing an upholstery SCT, you will follow the same process as creating an SCT from MN or MV, except you will use the CL-MN warehouse. Store Support will no longer place these orders for you, as it is just entering a SCT now. When you open back-order review and type in your sales order, the upholstery items should automatically default to the CL-MN warehouse, just as Gabby items do for MV, and Summer Classics items do for MN.

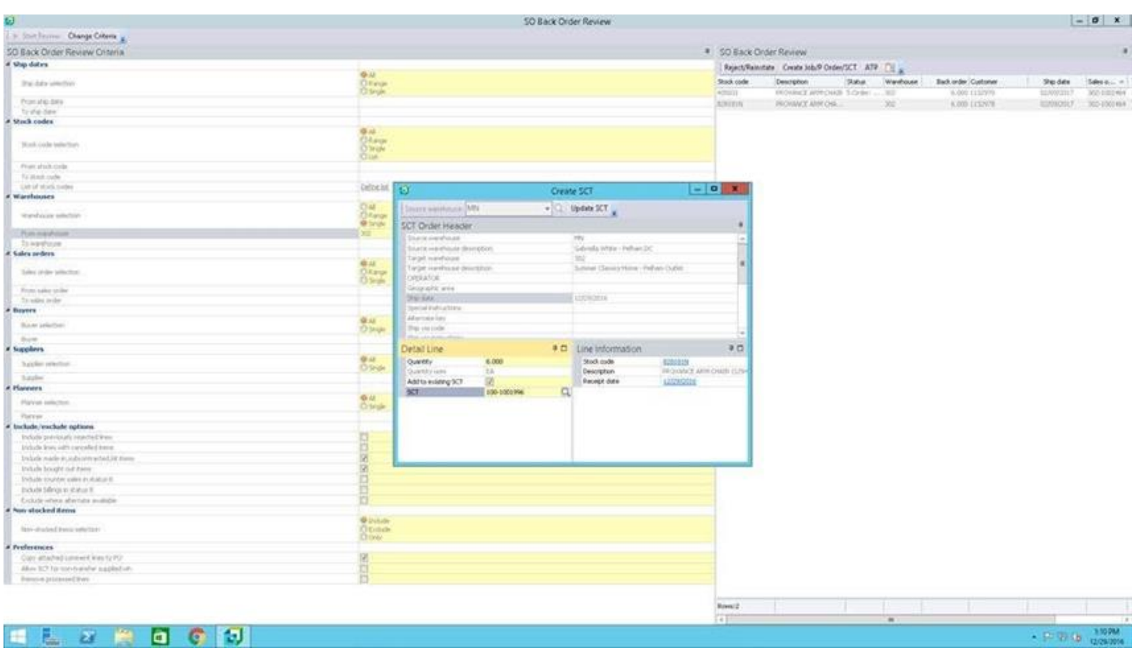
Before proceeding make sure that all items that need to be ordered are in the back-order column on your sales order, and items you have in stock in your store are placed in the ship column on your order (since already at store). The first step will create your SCT per Sales order using Back Order Review.

Go into SYSPRO and pull up your store's company. Under Programs list window open the Sales Orders Folder, then from that directory the Sales Order Processing Folder and finally click on Back Order Review to open.

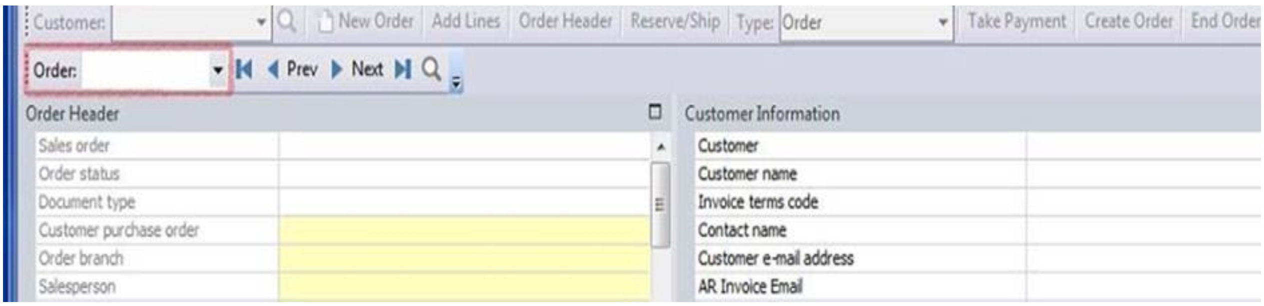
Under SO Back Order Review Criteria Window (see red rectangle in **PICTURE B2**) Select Single Sales Order and enter your generated 300 # and then select the Start Review Button (see oval on left in **PICTURE B2**). This will pull up all lines associated with the sales order number.



Double click the first line item to pull up a <u>Create SCT Box</u> then select Create SCT. Write down the SCT number on you order cover sheet. Print if you are only ordering one item. If you are ordering additional items close the box. Select next line item and hit the Tab key then select the Add to Existing SCT box on the bottom left and enter the SCT # that you created with your first order line. Next select Update SCT. Once all lines have been added to the SCT print an Order Acknowledgement and staple to the back of your order paperwork. Use the X in the top right corner of your screen to exit Back Order Review.



To create the SCT, log back into Sales Order Entry and type in the 100 number in the Order box.



Enter the customer's last name and the 300-order number on the Customer Purchase Order line. Select the magnifying glass on the Order Rec Info line and double click on the CUSTOMER option. Select the magnifying glass on the Promo Code line. Double click on the promo code that matches your coupon if the customer is using one. If there is no coupon or promotion select the NONE option. If it is a delivery order, select the magnifying glass on the Shipment Request line and select Complete. On the Customer Tag line enter the Customer Last Name and the 100 number. In the Ship via Code box, select SC for With SC Truckload (only applicable for 2022) or PP for Pre-Paid Freight (all dependent on type of shipment and warehouse being used). In the Delivery Type field, if it is a Local Delivery choose Standard, and if it is a White Glove Delivery choose White Glove. In the Address type field, if the order is shipping to your 3PL, select 3PL; if it is a dropship/white glove direct to the customer, select Residential; if it is shipping directly to your store, select Store. Please enter the Customers Phone number on the Delivery Info line. Enter the appropriate information under the Ship to Address field. On the Print Pick Ticket Now, type N for NO so that your order doesn't get shipped until it is complete. If you know for sure that everything on the order is in stock and the customer wants immediately, then type Y for Yes. If you want a split ship an order later, you can go back into your order change that N to a Y and the shipment request to As Available. End order and print Order Acknowledgement.

SCT ORDER INFORMATION FOR 100

Order being Shipped to Store

Shipping Instructions: SC

Address Type: Store
Delivery Type: Standard
Ship to Address: Stores Address

Order being Shipped to Customer- Drop Ship
Shipping Instructions: PRE-PAID FREIGHT
Address Type: Residential or Commercial
Delivery Type: Standard
Ship to Address: Customers Address

Order being Shipped to Customer-White Glove
Shipping Instructions: PRE-PAID FREIGHT
Address Type: Residential or Commercial
Delivery Type: White Glove
Ship to Address: Customers Address

Order being Shipped to 3PL
Shipping Instructions: SC
Address Type: 3PL
Delivery Type: Standard
Ship to Address: 3PL Address

*Please note that you will only use the shipping instruction "SC" for orders being shipped to store and/or 3PL and only applicable for Montevallo (MV) and Pelham (MN) warehouse orders, NOT Claremont (CL-MN). Claremont orders will remain coded as PP for Pre-Paid Freight!

THIS IS IMPORTANT for STORES SHARING 3PL (CHA, RAL-UNITED). Please ensure all addresses read the same and we do not altar.

Charlotte, Raleigh: United
Ship to Address-
Ship to name: Summer Classics Home
Street Address 1: C/O United Furniture Services
Street Address 2: 2409 E Martin Luther King Jr Drive
City, State: High Point, NC

SUMMER CLASSICS
HOME

Do Not Use:
Do Not Use:
Country:
Zip: 27260

COM FABRICS WITH CLAREMONT SCT'S

If you are using a COM fabric on your order, you must include notes on the SCT, as shown below. They should auto populate over from the 300 order/back-order review, but if not, please add. You will send your COM fabric to Claremont and include order number with shipment.

Entered Order Lines

Line	Stock code	Description	Wareh...	Order qty	Ship qty	Reserved...	B/o qty	Unit
1	SCH-320-100296	20" Throw Pillow	CL-MN	1.000	0.000	0.000	1.000	
2		Trim Color: Natural Fringe						
3		Trim Mill: SC						
4		TrimNumber: F35						
5	SCH-350-100132	10" x 20" Kidney Pillow-Blend	CL-MN	1.000	0.000	0.000	1.000	
6		Trim Color: Natural Fringe						
7		Trim Mill: SC						
8		TrimNumber: F35						

ADDITIONAL INFORMATION TO KNOW

As you can see from image 1, the skus on order do not have comments listed below to show the item options, such as the fabric, nail heads, and cushion fill. You can locate this info on the inventory query page in the custom form box (image 2). However, please still include appropriate notes (item customizations) below each line item.

If a customer decides to change an option after the order has been submitted and it is NOT on a JOB schedule yet, you must resubmit the item with the new selections thru eCat to generate a new sku. You can create an order in eCat using your store branch as the location. **Make sure that you do it at discount 100%** so that when you cancel the order, it does not show up as a big cancellation in GWOIER. Once you submit the order in eCat, go into Syspro and lookup that order. Write down the skus that were created by the sku builder and then delete the order. You will then go back into the SCT that you created, add the new sku and delete the old one.

If your order is on a JOB schedule and customer would like to change, you will need to connect with Store Support and we will add to the Claremont WROIDS board to see if the order can be cancelled or changed, as it is on a schedule.

SUMMER CLASSICS HOME

If you are approved to cancel or change a line item on your order, you must cancel the line item and select one of the LOS reasons for cancelling (image 3). These codes are the ONLY ones that can be used.

#1

Ship quantity 0 Qty on hand

Entered Order Lines

Line	Stock code	Description	Wareh...	Order qty	Ship qty	Reserved...	B/o qty	Unit price	Price uom	Price code	Ship date	Discount	Net value
1	SCH-1004-100120	Baldwin Sofa Slipcovered	CL-MN	1.000	0.000	0.000	1.000		EA		09/23/2021		
2	SCH-137730SW-100119	Clegg Falls Swivel Chair	CL-MN	1.000	0.000	0.000	1.000		EA		09/23/2021		
3	SCH-140627SW-100125	Laura Swivel Chair	CL-MN	1.000	0.000	0.000	1.000		EA		09/23/2021		
4	SCH-622-100215	Helena Sofa	CL-MN	1.000	0.000	0.000	1.000		EA		09/23/2021		
5	SCH-663-100114	Bridgette Swivel Chair (Welt)	CL-MN	1.000	0.000	0.000	1.000		EA		09/23/2021		
6	SCH-735-100145	Paige Sofa	CL-MN	1.000	0.000	0.000	1.000		EA		09/23/2021		
7	SCH-960-100184	Helena Power Recliner	CL-MN	1.000	0.000	0.000	1.000		EA		09/23/2021		
8	SCH-961-100116	Carrera RAF Chaise	CL-MN	1.000	0.000	0.000	1.000		EA		09/23/2021		

#2

Inventory Query

File Query Preferences...

Stock code: SCH-1004-100120 Prev Next Find Play Edit Bitmaps Notes

Stock Code Details

Stock code	SCH-1004-100120
Description	Baldwin Sofa Slipcovered
Long description	
Product Status	1
Stock code on hold flag	
Date of supersession	
Mass per stocking unit	165.000000
Volume per stocking unit	96.900000
Part category	M - Made-in
Product class	GABBY - Gabby Items
Date stock code added	09/08/2021

Distribution

Pricing information	
Selling price	5,665.00000
Price code	R
Landed Costing Tracking	N
Supplier	1217323 - GABRIELLA WHITE-CLAREMONT
Total usage	
Stock turnover ratio	

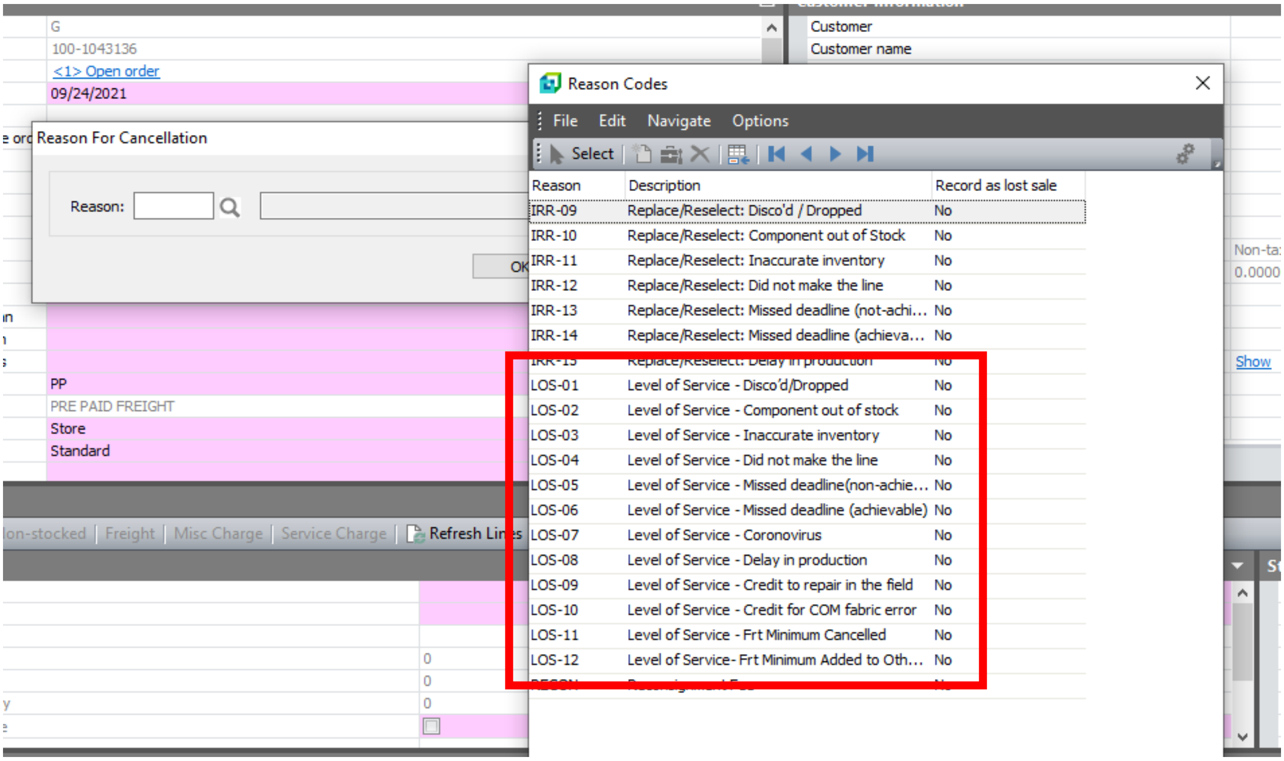
Custom Form

Unit Sales 3 Months	0
Unit Sales 6 Months	0
Unit Sales 12 Months	0
Product Number	SCH-1004
Body Fabric	3883
Cushion Fill Type	Spring Down Cushion
Cushion Configuration	3 over 1
Nailhead Finish	(none)
Nailhead Pattern	(none)
Finish	(none)
Custom Width	0
Custom Depth	0
Custom Arm	(none)
Custom Back	(none)

Movements

SUMMER CLASSICS HOME

#3

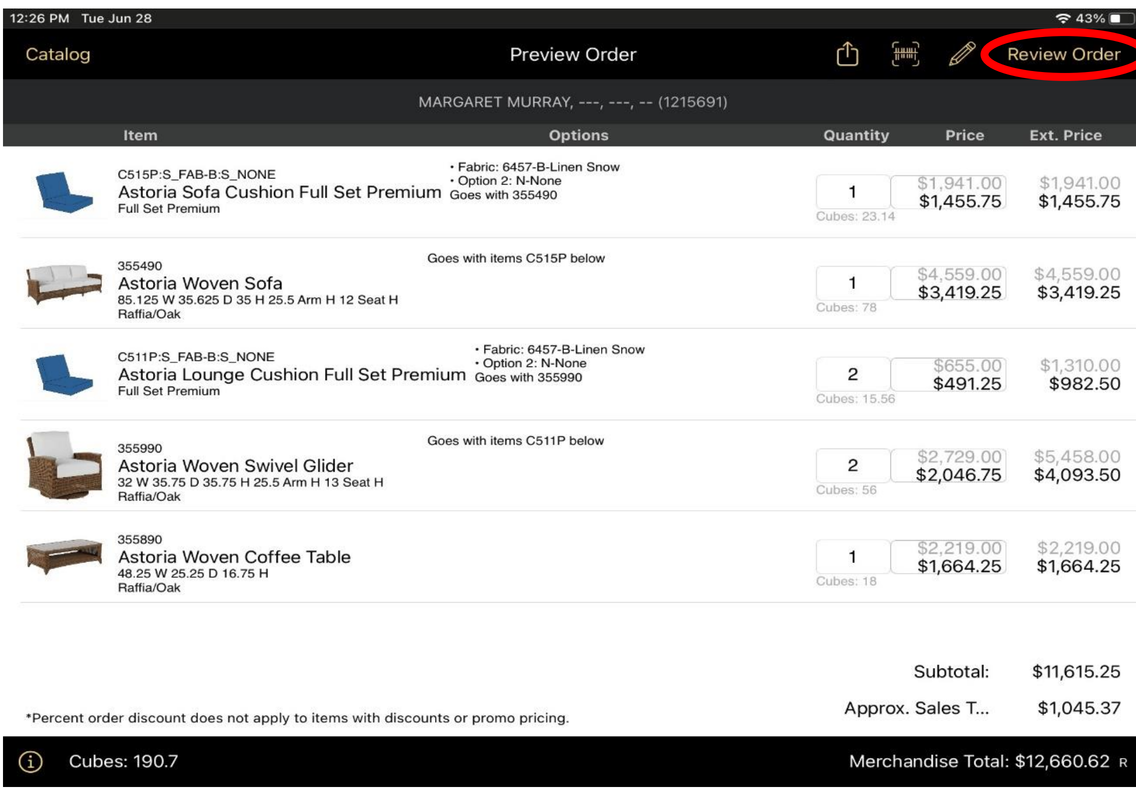


SUMMER CLASSICS
HOME

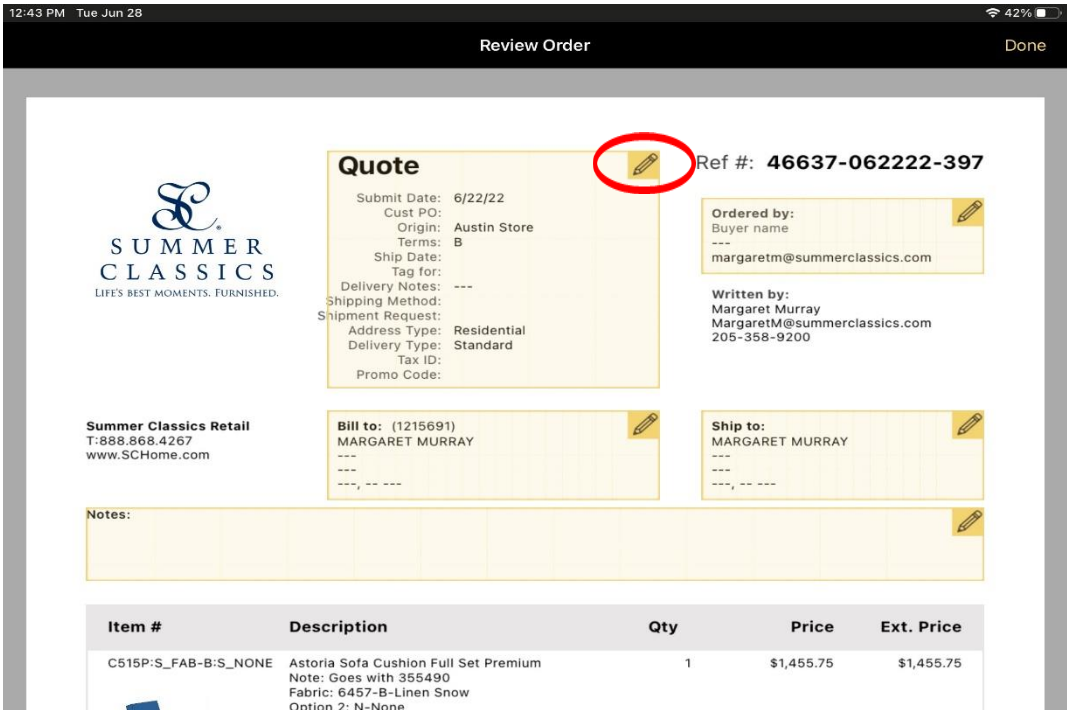
eCat ORDER HEADER INFORMATION

Below provides a step by step on the order header information that must be completed in eCat prior to submitting into the system. Please note that this information will be reflected on the 300-order level side in Syspro as the customer delivery information.

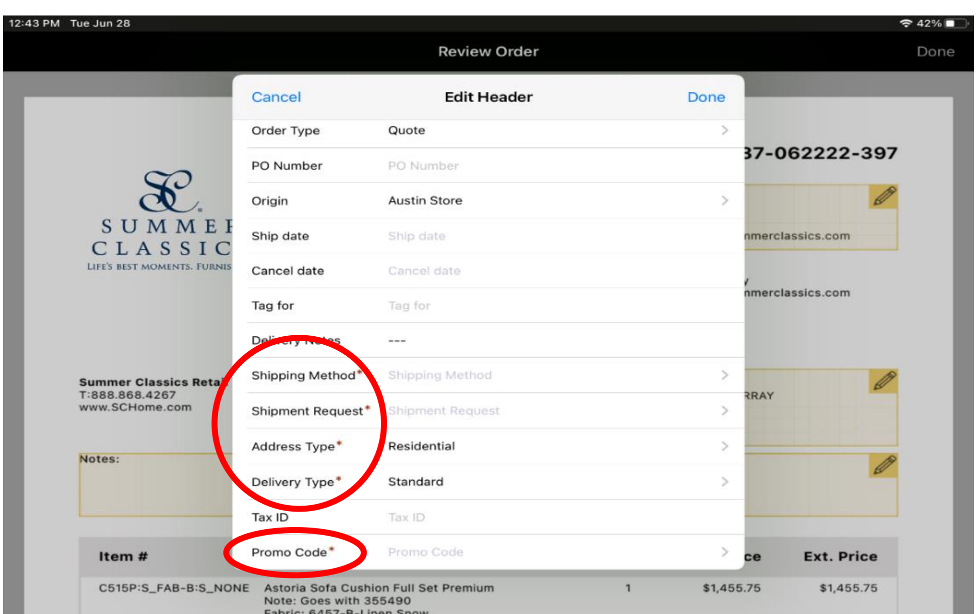
Build order in eCat and select "Review Order"



Click on the pencil icon next to the box that says "Quote" or "Confirmed



When you click on the pencil, you will open up the “order header” field. You will notice that the following fields include an asterisk (*) beside them: Shipping Method, Shipment Request, Address Type, Delivery Type, and Promo Code. These asterisks indicate required fields that must be entered prior to submitting the quote or confirmed order.

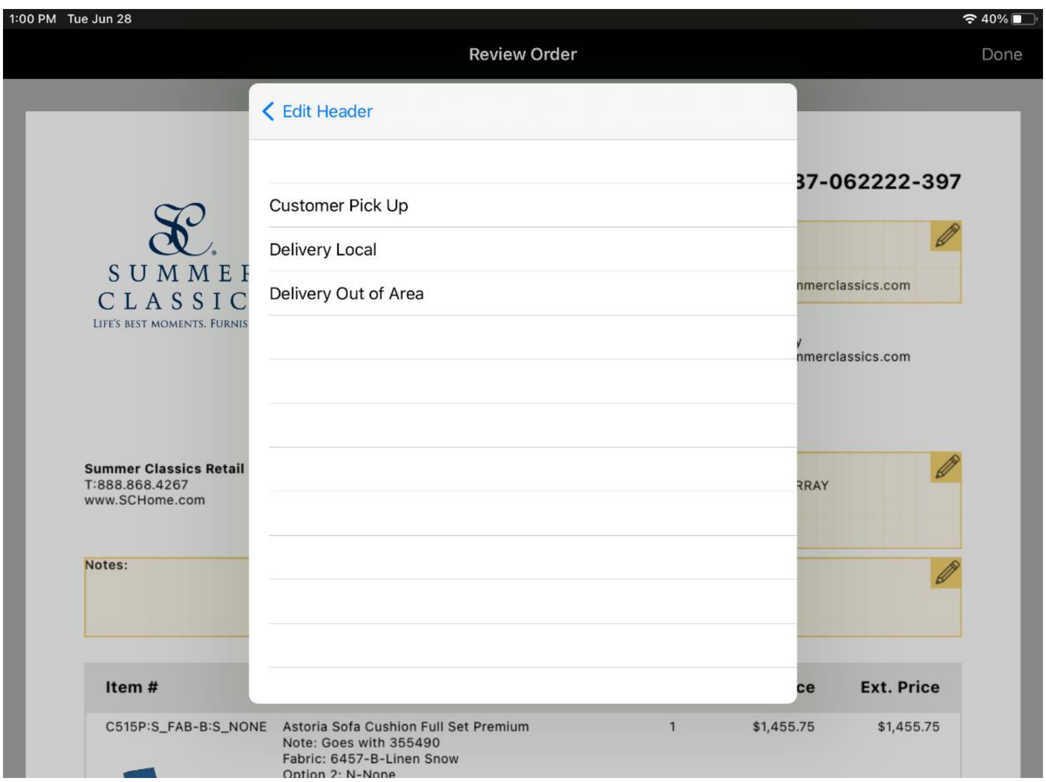


Select the "Shipping Method" field. You will see 3 options to choose from when selected – customer pick up, delivery local, or delivery out of area.

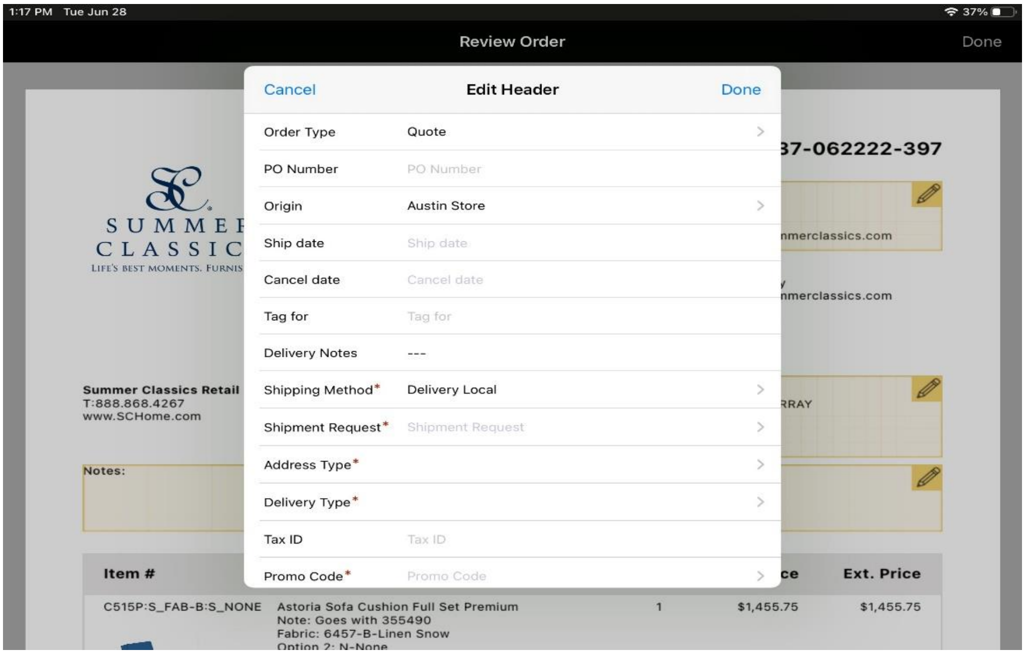
Option 1: If your customer is picking the product up from the store or from your 3PL, please choose "Customer Pick Up."

Option 2: If either your 3PL or your store delivery team is delivering the merchandise within a 100-mile radius of your store location, please select "Delivery Local."

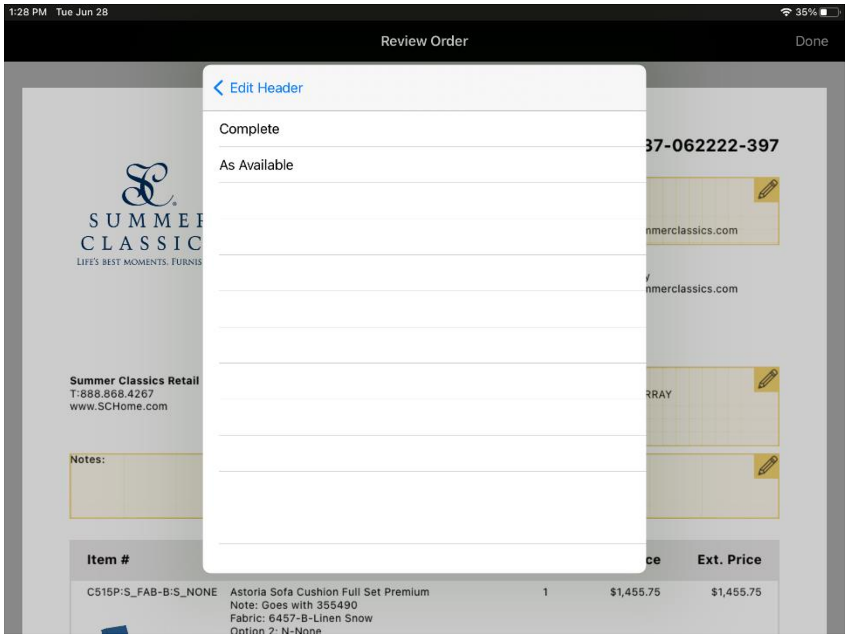
Option 3: If your order is either being dropshipped to the client/LTL shipment or shipping White Glove out of area via Shipwell, please choose "Delivery Out of Area."



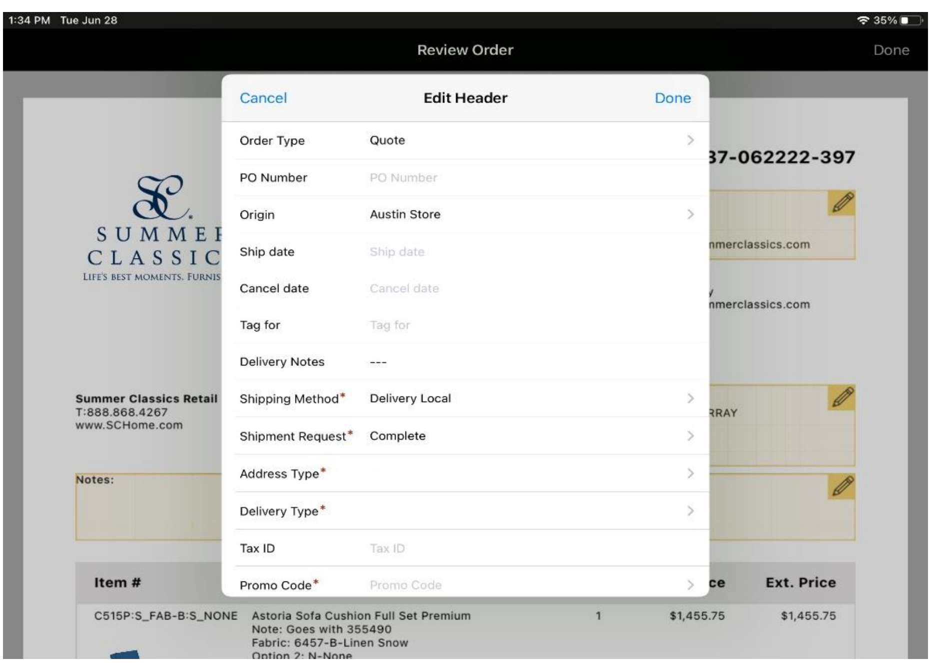
After you select your option, you will be brought back to the "Edit Header" screen. Next, click on "Shipment Request."



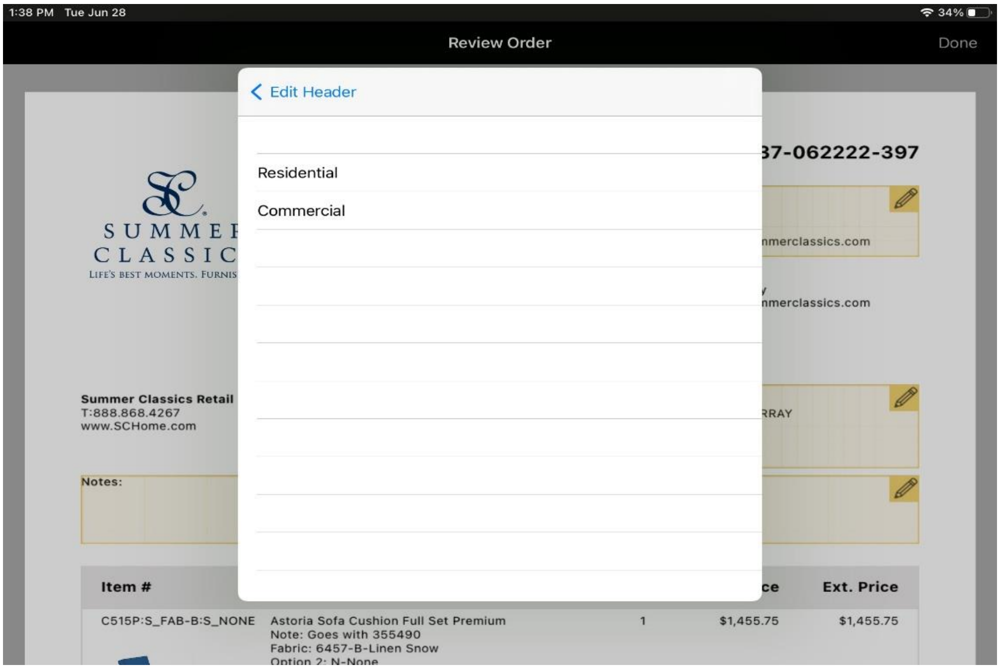
Your two shipment request options are to set the order "complete" or "as available." You will usually select "complete" to have the order ship all at once, but if the customer knows up front that some of the items on the order are delayed and would like to have it split shipped, please choose "as available." Please ensure though that if the customer does take the route to split ship at the point of sale, please collect the multiple delivery fees.



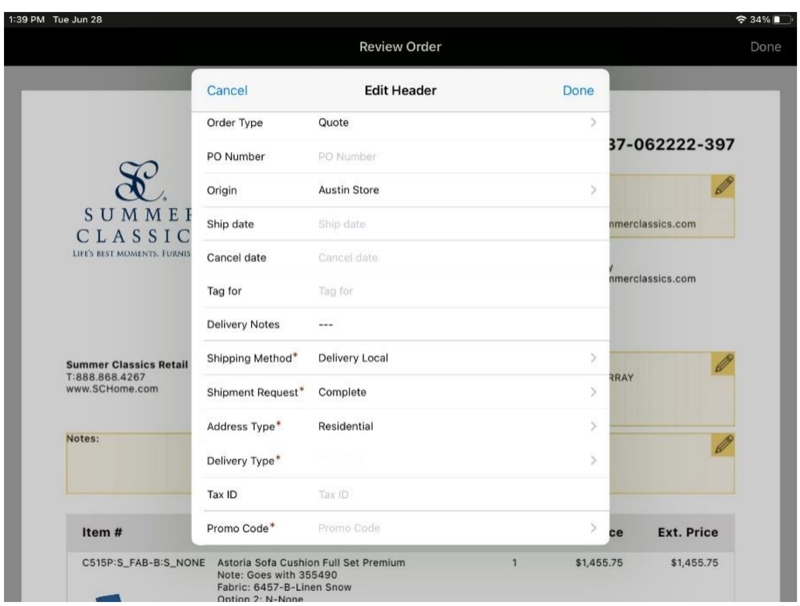
You will again be brought back to the “Edit Header” screen. Click on “Address Type.”



If your order is shipping to your store, 3PL, or direct to the client’s home via dropship or White Glove carrier, please select “Residential.” If your order is shipping to a designer’s warehouse, select “Commercial.”



Once brought back to the “Edit Header’ screen, please select “Delivery Type.”

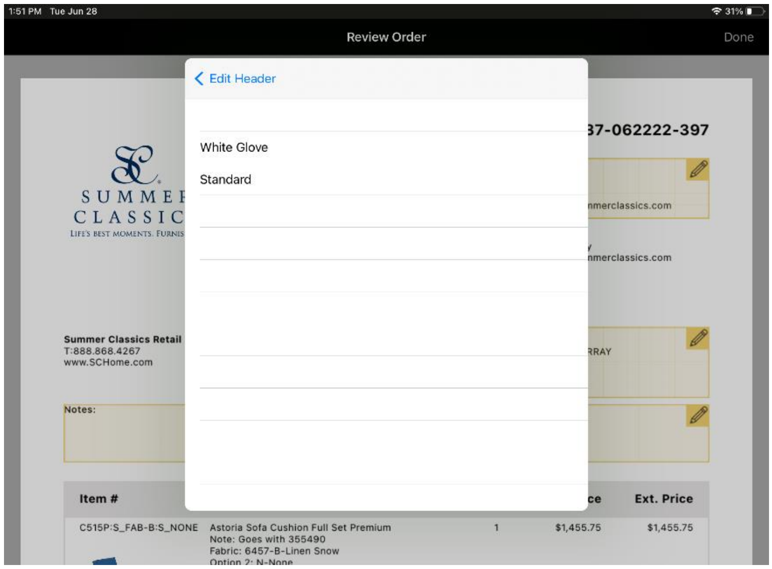


The two delivery type options are “White Glove” or “Standard.”

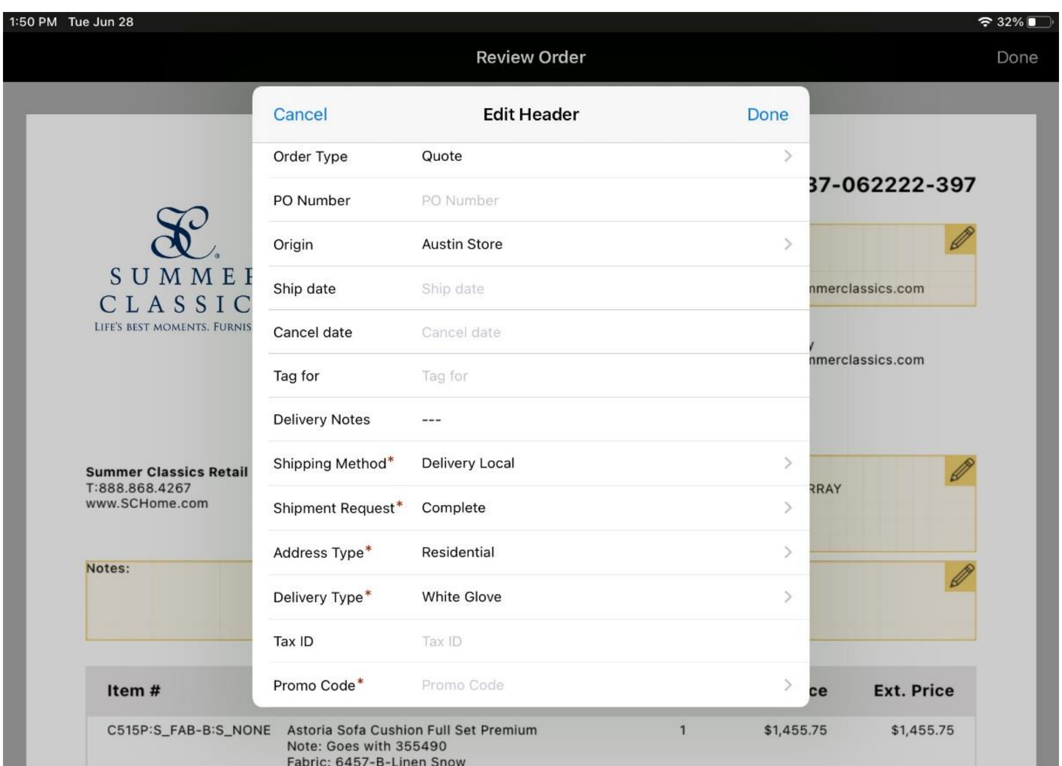
Please use “White Glove” if your order is shipping to your 3PL, is a local delivery via store delivery team, or is an out of area shipment through Shipwell.

SUMMER CLASSICS
HOME

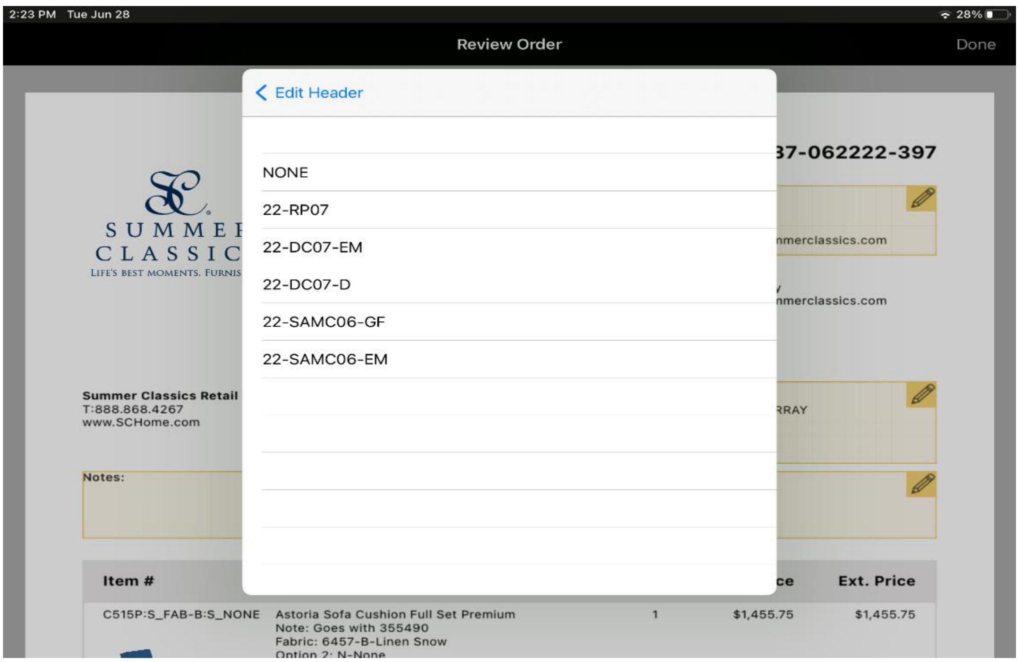
Please use “Standard” if the customer is picking up the order from your store or from your 3PL or is the order is being dropshipped/LTL shipment to the client.



The last field to complete in the “Edit Header” box is “Promo Code.”

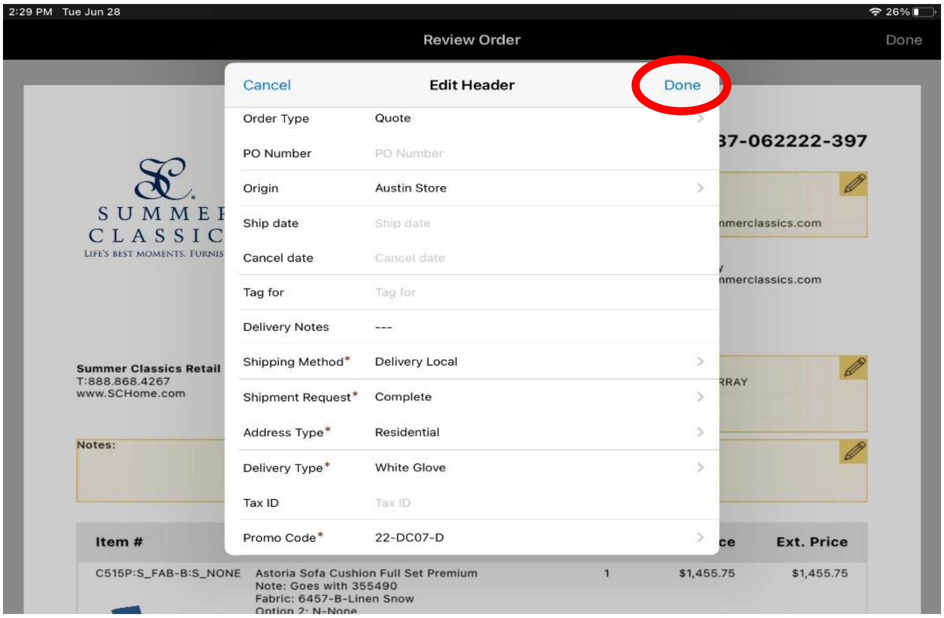


Prior to the start of each sale, the marketing team will provide a list of promo codes and their descriptions that are applicable to use based on the promotion offered. These codes will be the only ones shown in eCat, and at the end of the promotional period, marketing will remove them and have the new codes go live on the first day of the next promotion.

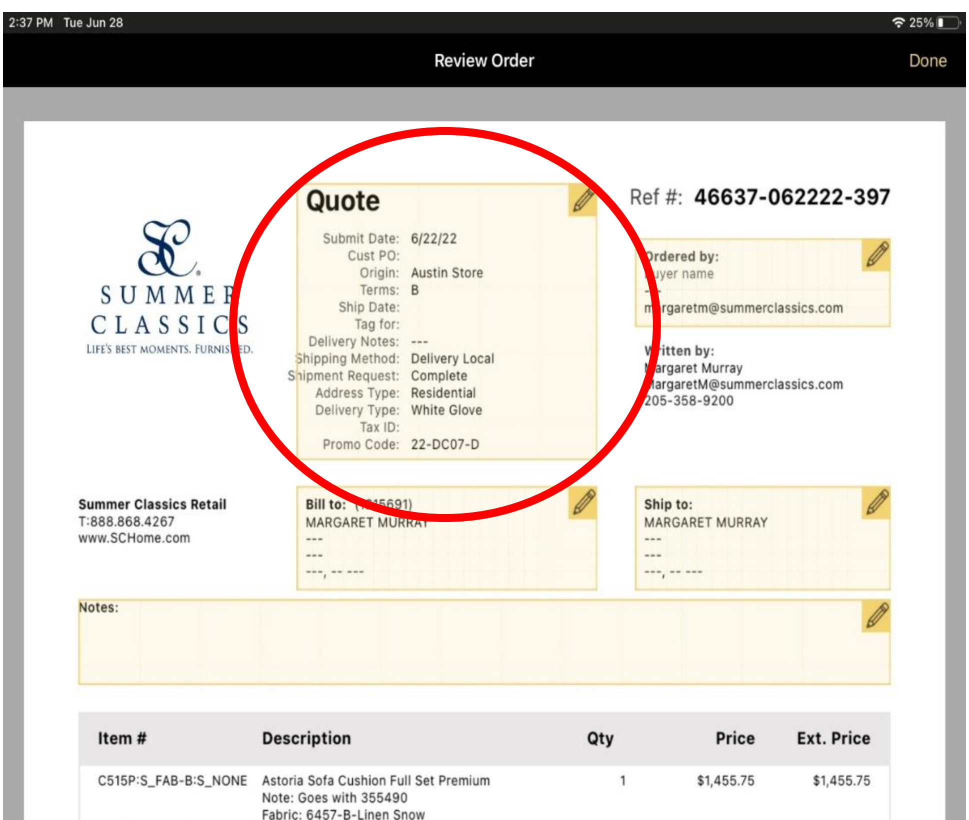


Please select the appropriate promo code. If we are not in a promotional period, please select “NONE.” You will be brought back to the “Edit Header” screen after you choose your option.

Hit “Done” to apply to the quote or confirmed order.



You will now see all the information filled out in the Quote/Confirmed box. Hit "Done" then "Submit" to send the quote or confirmed order.



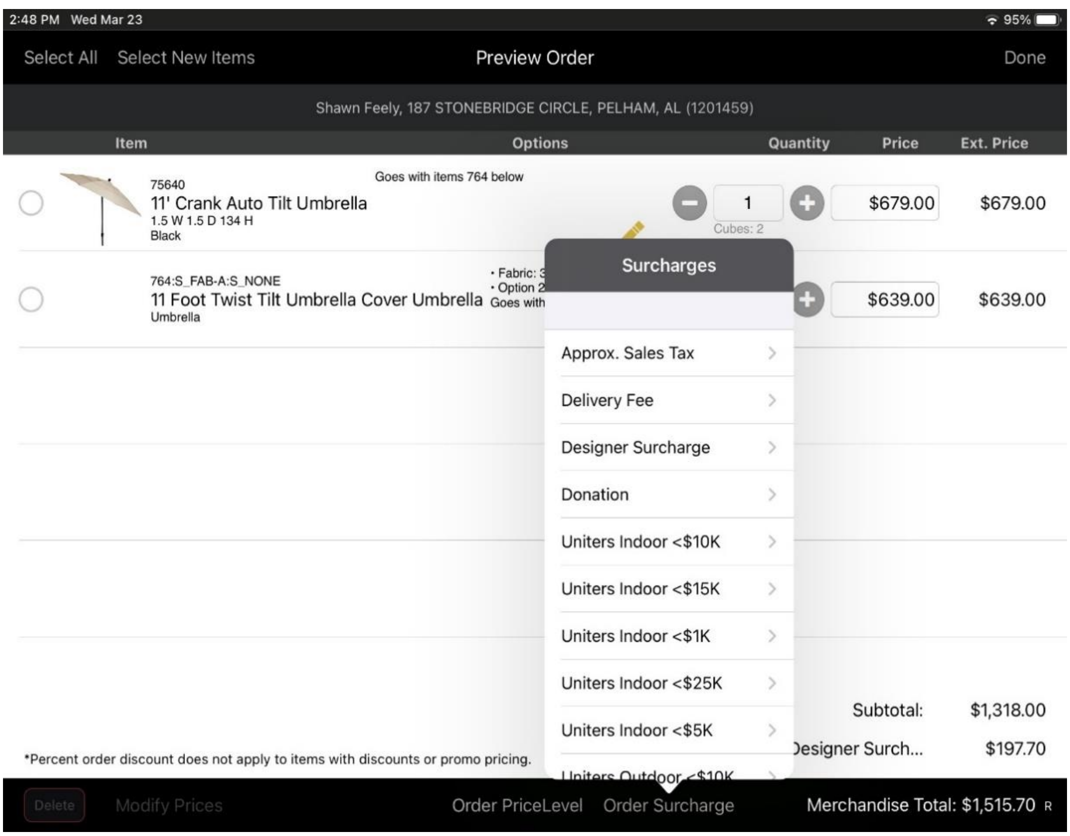
SUMMER CLASSICS HOME

DESIGNER SURCHARGE

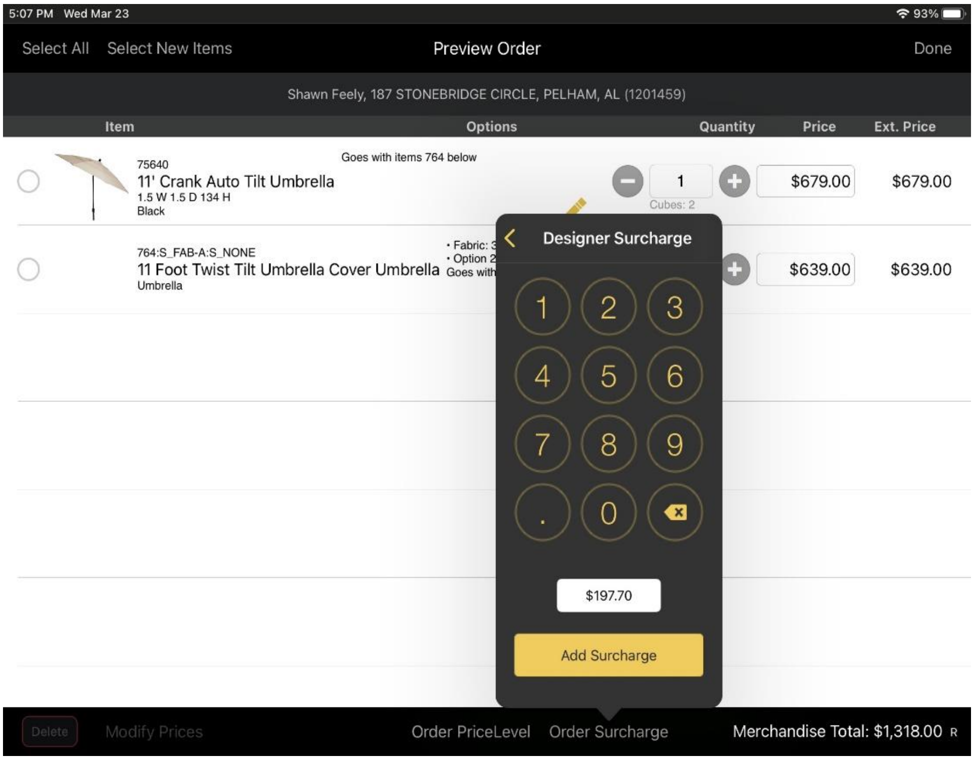
Effective April 1st, 2022, all designer trade program orders will need to have a 15% surcharge added to each order from the 10% currently. Below are instructions on how to add this in eCat and how it will flow into Syspro respectively.

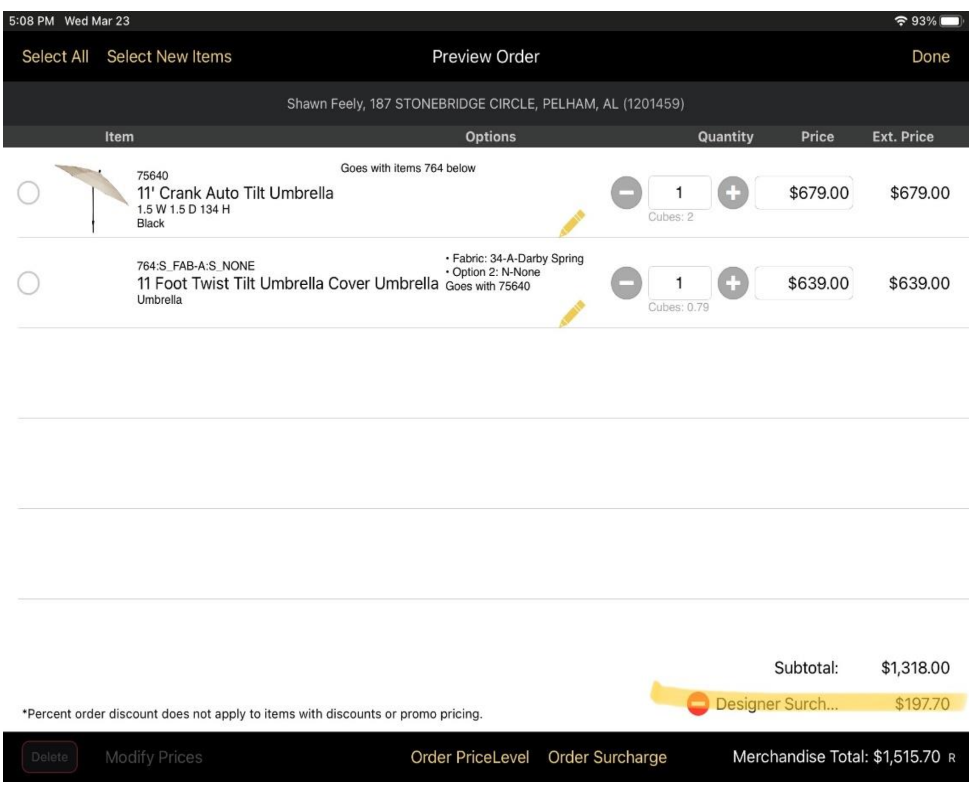
Step 1: Build out eCat order

Step 2: Before confirming order select the edit icon. Select surcharge at the bottom and then select Designer Surcharge



Step 3: You will need to manually calculate 15% of the subtotal and put the flat fee in the field and hit "add surcharge"


5:07 PM Wed Mar 23
93%
Select All
Select New Items
Preview Order
Done
Shawn Feely, 187 STONEBRIDGE CIRCLE, PELHAM, AL (1201459)
Item
Options
Quantity
Price
Ext. Price
Goes with items 764 below
75640
11' Crank Auto Tilt Umbrella
1.5 W 1.5 D 134 H
Black
1
Cubes: 2
$679.00
$679.00
764:S_FAB-A:S_NONE
11 Foot Twist Tilt Umbrella Cover Umbrella
Umbrella
$639.00
$639.00
Designer Surcharge
1 2 3
4 5 6
7 8 9
. 0
$197.70
Add Surcharge
Delete
Modify Prices
Order PriceLevel
Order Surcharge
Merchandise Total: $1,318.00 R

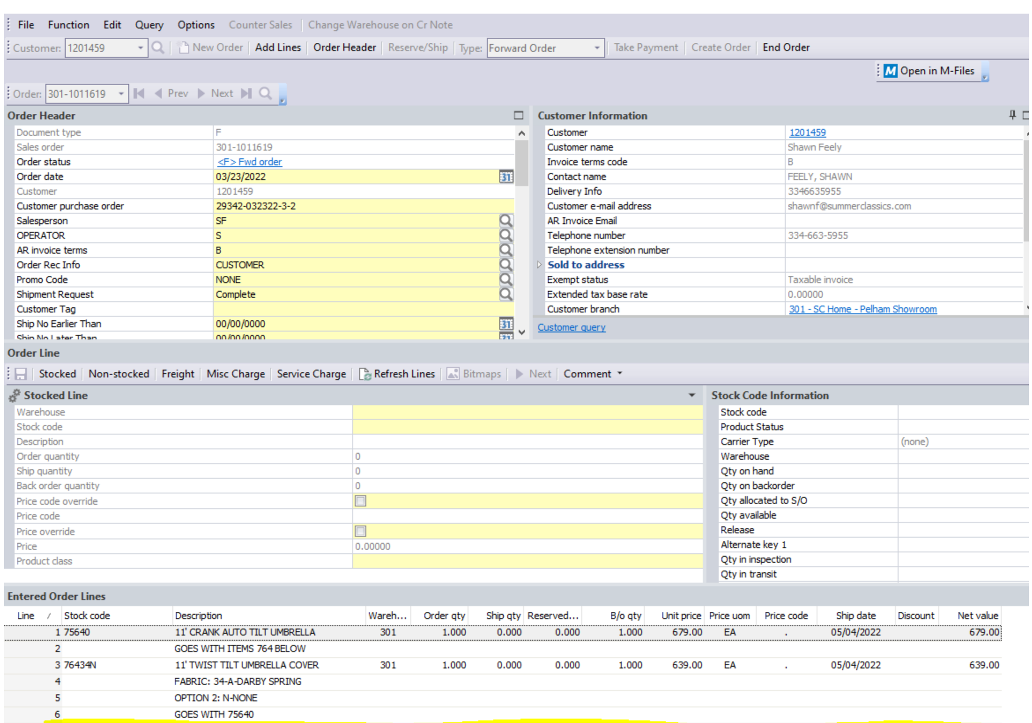

5:08 PM Wed Mar 23
93%
Select All
Select New Items
Preview Order
Done
Shawn Feely, 187 STONEBRIDGE CIRCLE, PELHAM, AL (1201459)
Item
Options
Quantity
Price
Ext. Price
Goes with items 764 below
75640
11' Crank Auto Tilt Umbrella
1.5 W 1.5 D 134 H
Black
1
Cubes: 2
$679.00
$679.00
764:S_FAB-A:S_NONE
11 Foot Twist Tilt Umbrella Cover Umbrella
Umbrella
• Fabric: 34-A-Darby Spring
• Option 2: N-None
Goes with 75640
1
Cubes: 0.79
$639.00
$639.00
Subtotal: $1,318.00
Designer Surch... $197.70
*Percent order discount does not apply to items with discounts or promo pricing.
Delete
Modify Prices
Order PriceLevel
Order Surcharge
Merchandise Total: $1,515.70 R

Step 4: When you confirm your order, this is what it will look like to the client and show the dollar value of the 15% of surcharge from the subtotal (reminder this excludes tax since they are members of the trade program):

Order Notes:

	Item #	Description	Qty	Price	Total
	75640	11' Crank Auto Tilt Umbrella Goes with items 764 below	1	$679.00	$679.00
The linked	764:S_FAB-A:S_NONE	11 Foot Twist Tilt Umbrella Cover Umbrella Fabric: 34-A-Darby Spring Option 2: N-None Goes with 75640	1	$639.00	$639.00
				Merchandise Sub-total	$1,318.00
				Designer Surcharge	$197.70
				Grand Total:	$1,515.70

Step 5: When you open in Syspro it will show the surcharge listed under Miscellaneous – Raw Material/International Freight Surcharge. This will only be visible to Syspro and not the client/designer unless an invoice from Syspro is ever shared.



File Function Edit Query Options Counter Sales Change Warehouse on Cr Note

Customer: 1201459 New Order Add Lines Order Header Reserve/Ship Type: Forward Order Take Payment Create Order End Order

Open in M-Files

Order: 301-1011619 Prev Next

Order Header

Document type	F
Sales order	301-1011619
Order status	<F> Fwd order
Order date	03/23/2022
Customer	1201459
Customer purchase order	29342-032322-3-2
Salesperson	SF
OPERATOR	S
AR invoice terms	B
Order Rec Info	CUSTOMER
Promo Code	NONE
Shipment Request	Complete
Customer Tag	
Ship No Earlier Than	00/00/0000
Ship No Later Than	00/00/0000

Customer Information

Customer	1201459
Customer name	Shawn Feely
Invoice terms code	B
Contact name	FEELY, SHAWN
Delivery Info	3346635955
Customer e-mail address	shawnf@summerclassics.com
AR Invoice Email	
Telephone number	334-663-5955
Telephone extension number	
Sold to address	
Exempt status	Taxable invoice
Extended tax base rate	0.00000
Customer branch	301 - SC Home - Pelham Showroom

Customer query

Order Line

Stocked Non-stocked Freight Misc Charge Service Charge Refresh Lines Bitmaps Next Comment

Stocked Line

Warehouse	
Stock code	
Description	
Order quantity	0
Ship quantity	0
Back order quantity	0
Price code override	
Price code	
Price override	
Price	0.00000
Product class	

Stock Code Information

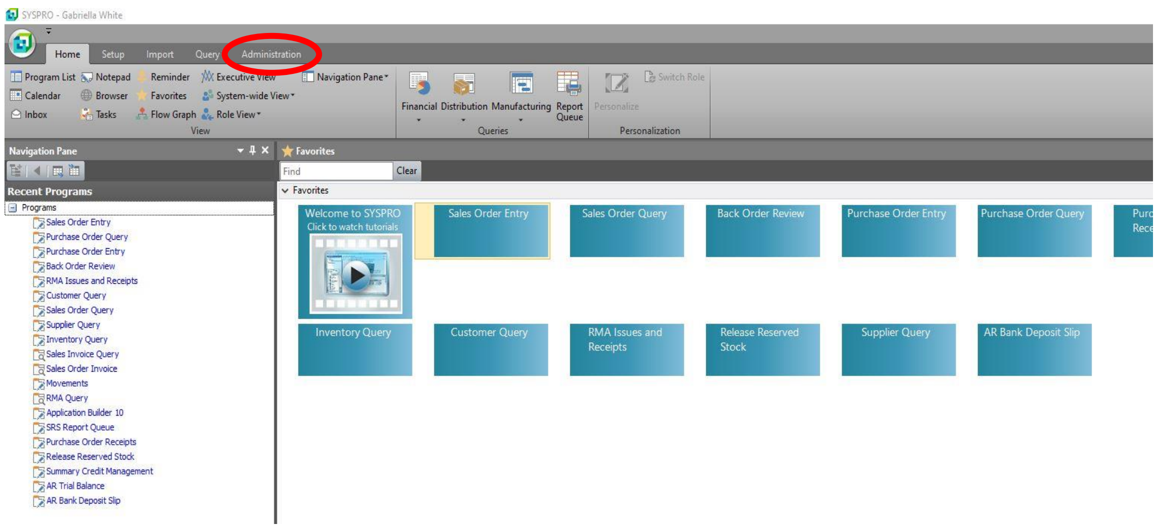
Stock code	
Product Status	
Carrier Type	(none)
Warehouse	
Qty on hand	
Qty on backorder	
Qty allocated to S/O	
Qty available	
Release	
Alternate key 1	
Qty in inspection	
Qty in transit	

Entered Order Lines

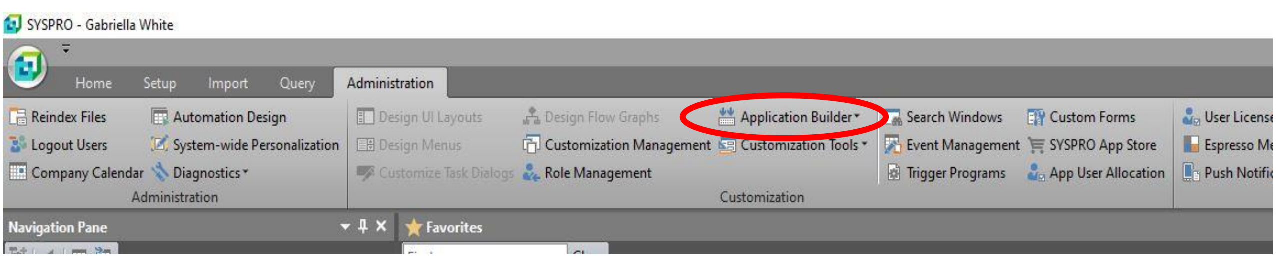
Line	Stock code	Description	Wareh...	Order qty	Ship qty	Reserved...	B/o qty	Unit price	Price uom	Price code	Ship date	Discount	Net value
1	75640	11' CRANK AUTO TILT UMBRELLA	301	1.000	0.000	0.000	1.000	679.00	EA	.	05/04/2022		679.00
2		GOES WITH ITEMS 764 BELOW											
3	76434N	11' TWIST TILT UMBRELLA COVER	301	1.000	0.000	0.000	1.000	639.00	EA	.	05/04/2022		639.00
4		FABRIC: 34-A-DARBY SPRING											
5		OPTION 2: N-NONE											
6		GOES WITH 75640											
7	{Miscellaneous}	Raw Material/International Freight Surcha...						197.70					197.70

FORWARD ORDER LOOKUP IN SYSPRO

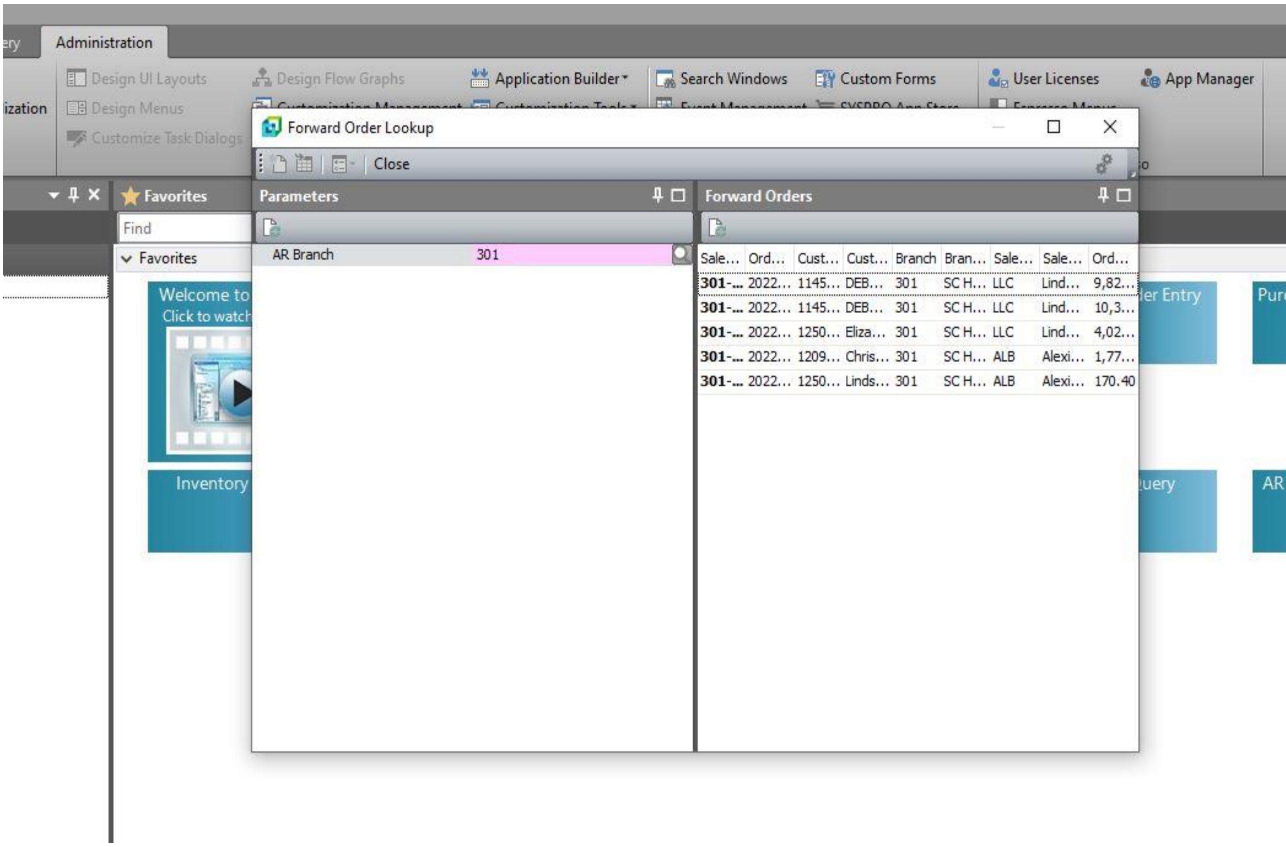
Step 1: Log into Syspro. At the top of the screen, you will see a tab that says "Administration." Select that button.



Step 2: You will then see the below information. Click on the drop-down arrow next to "Application Builder" and select "Forward Order Lookup."



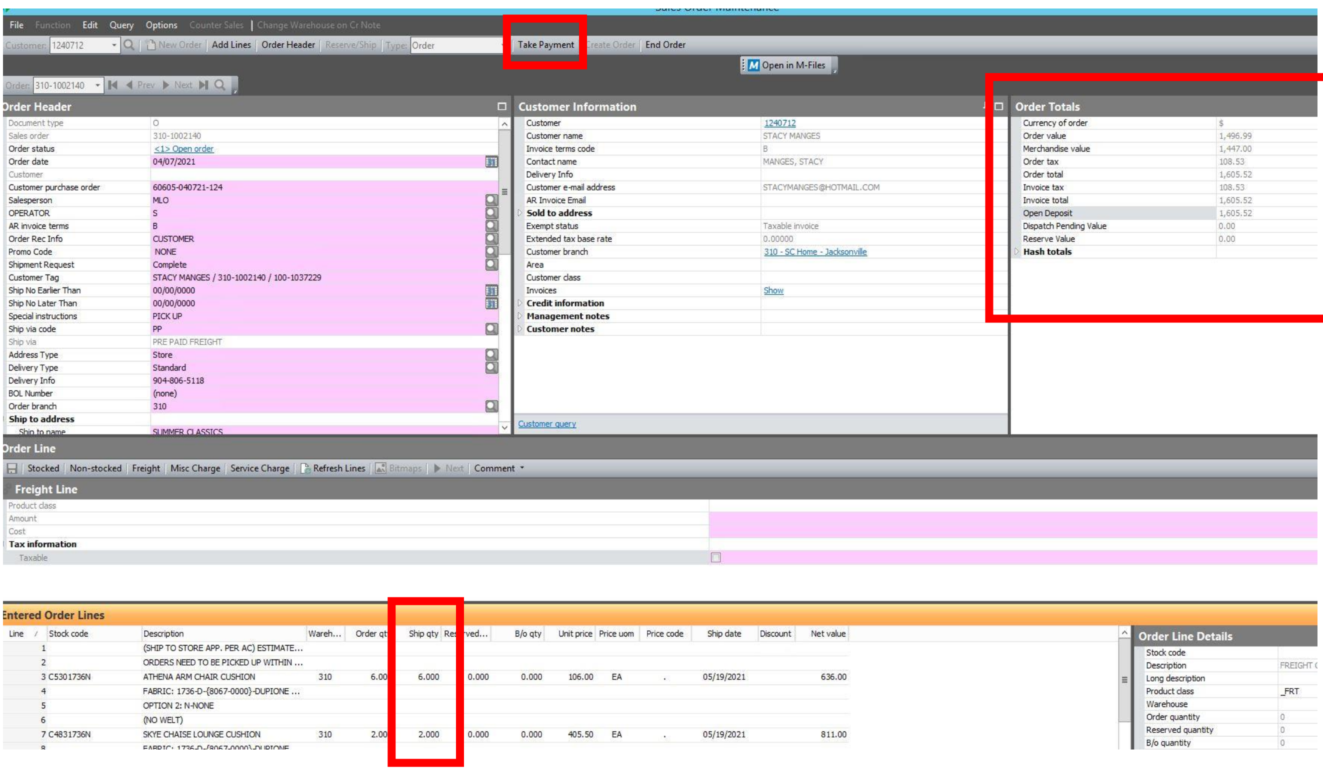
Step 3: The below screen will appear. If your store number does not auto populate in the "AR Branch" field, type it in and hit "Enter" on your keyboard. You will now be able to see all of your forward orders.


Administration
Design UI Layouts
Design Flow Graphs
Application Builder
Search Windows
Custom Forms
User Licenses
App Manager
Design Menus
Customize Task Dialogs
Forward Order Lookup
Close
Favorites
Find
Parameters
Forward Orders
AR Branch
301
Sale... Ord... Cust... Cust... Branch Bran... Sale... Sale... Ord...
301-... 2022... 1145... DEB... 301 SC H... LLC Lind... 9,82...
301-... 2022... 1145... DEB... 301 SC H... LLC Lind... 10,3...
301-... 2022... 1250... Eliza... 301 SC H... LLC Lind... 4,02...
301-... 2022... 1209... Chris... 301 SC H... ALB Alexi... 1,77...
301-... 2022... 1250... Linds... 301 SC H... ALB Alexi... 170.40
Welcome to
Click to watch
Inventory

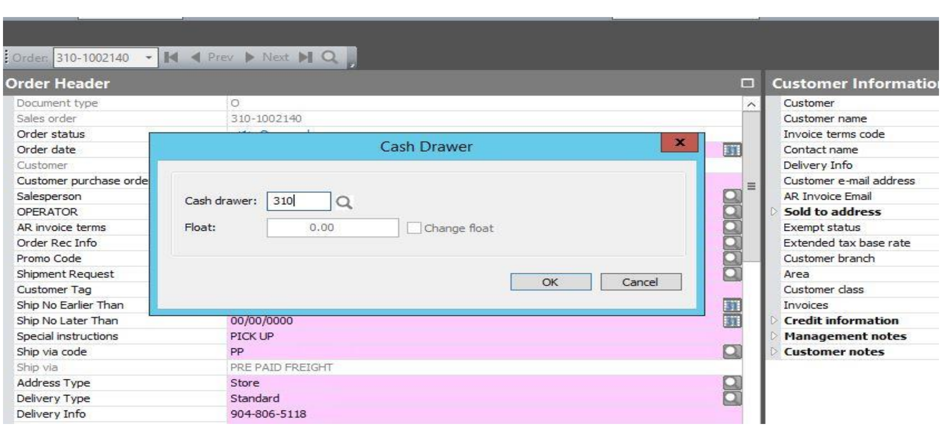
SUMMER CLASSICS HOME

INVOICING AN ORDER

Step 1: Open your sales order and make sure everything is in the ship column. Look in the order totals box on the right and make sure the invoice total and open deposit match. Once these have been reviewed, click take payment.

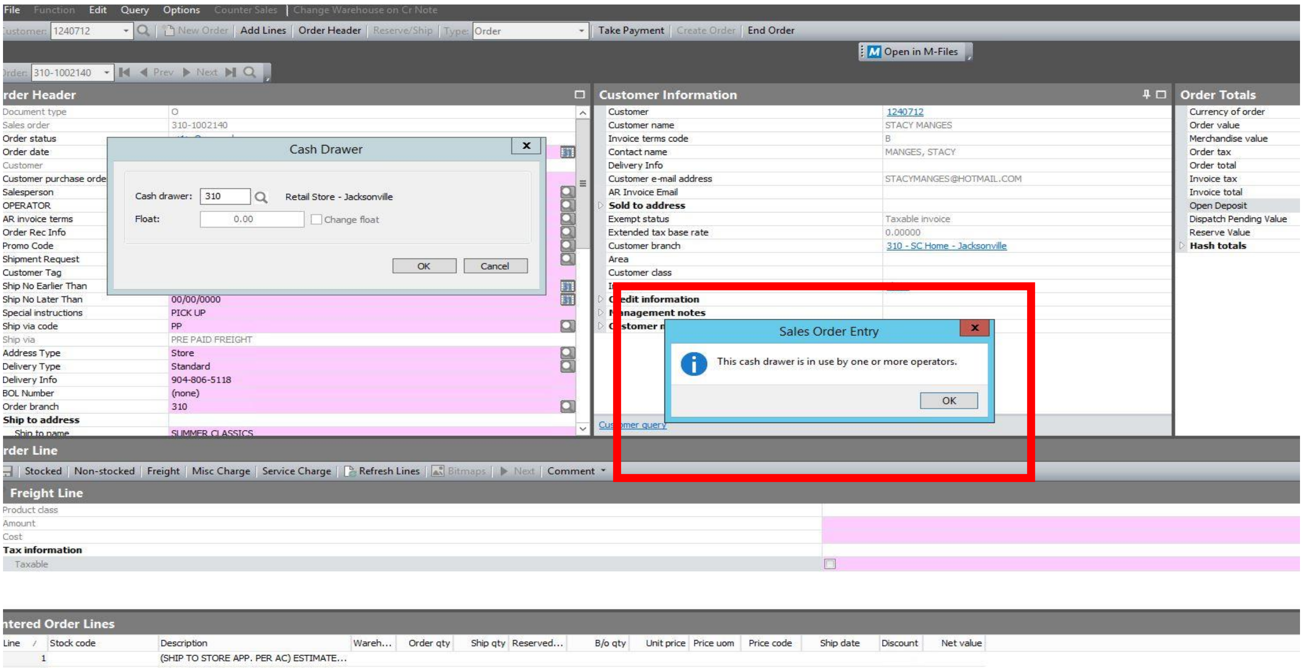


Step 2: The cash drawer box will pop up on you screen. Make sure your store's number is reflected and click okay.

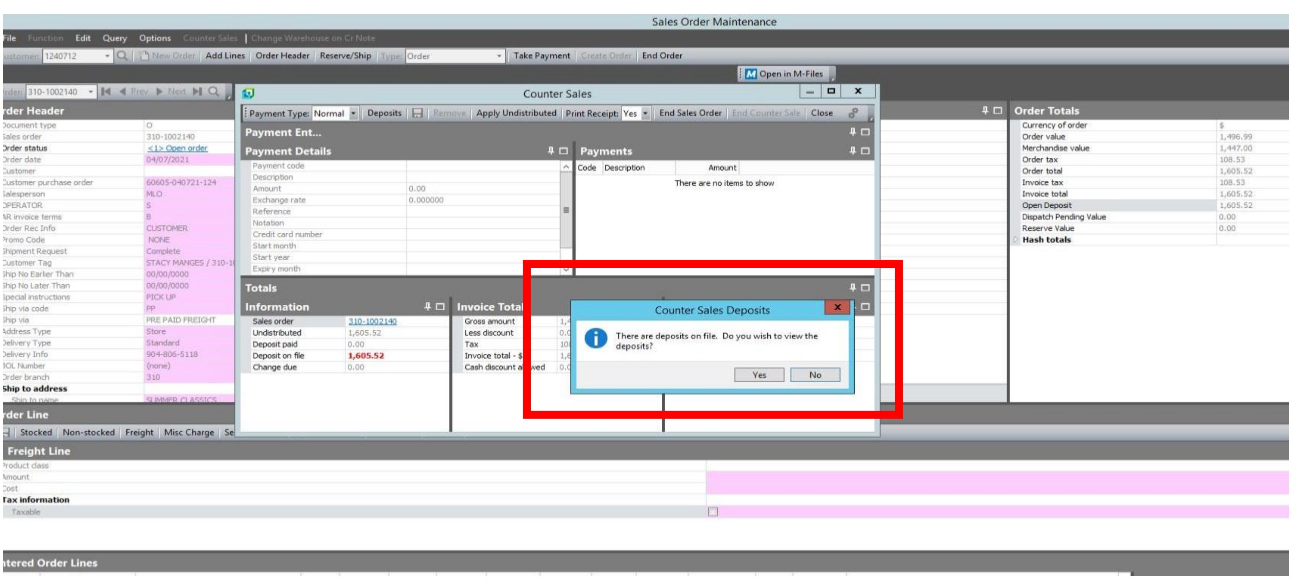


SUMMER CLASSICS
HOME

Step 3: The sales order entry box will appear. Click okay.

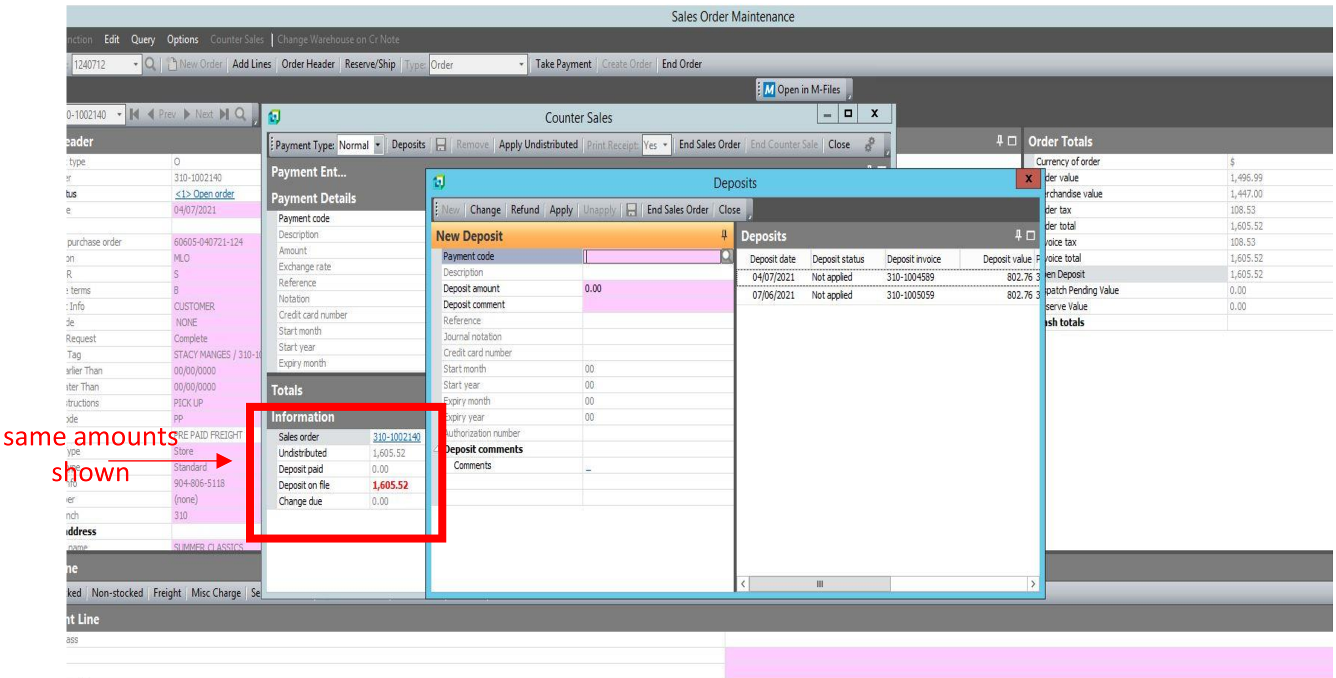


Step 4: The following screen will appear. Click okay under the counter sales deposit box.

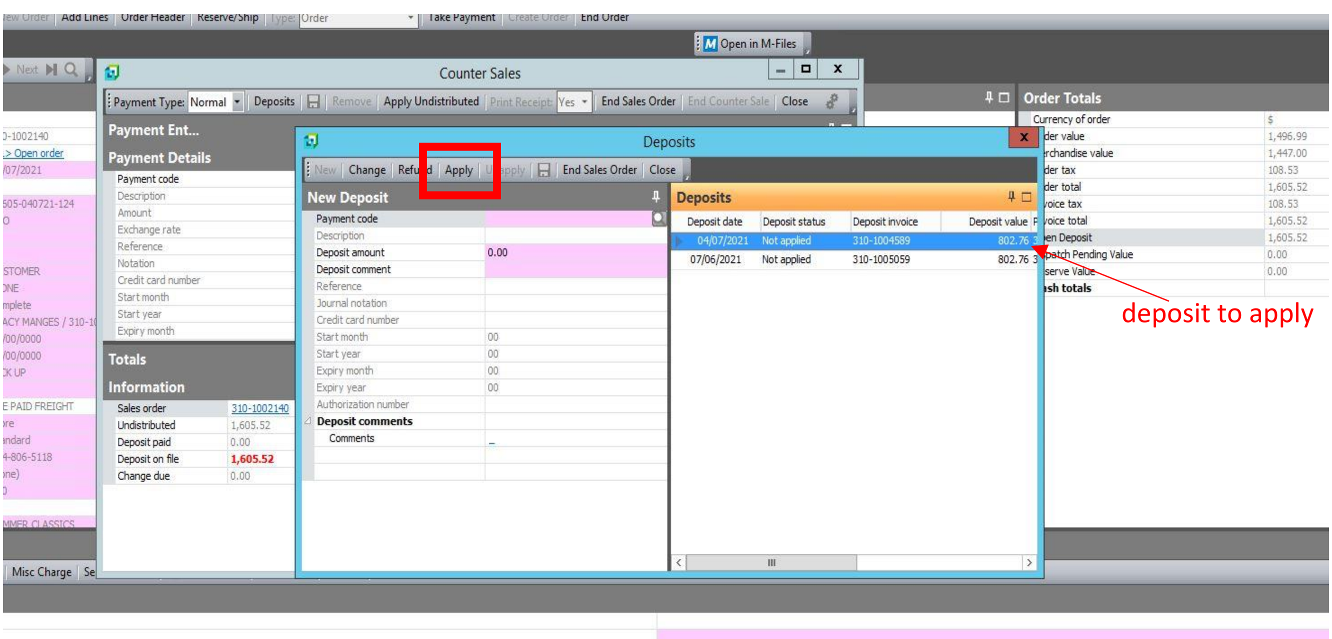


SUMMER CLASSICS HOME

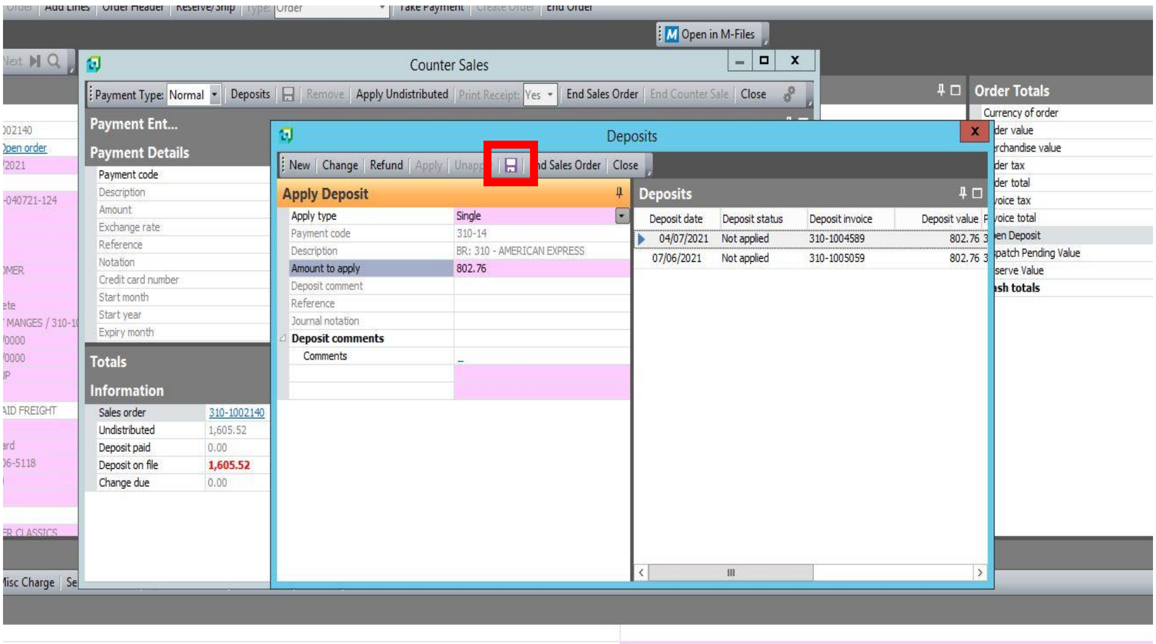
Step 5: The desposits box will now appear. Notice on the bottom left that the undistrbuted amount and the deposit on file amount are the same.



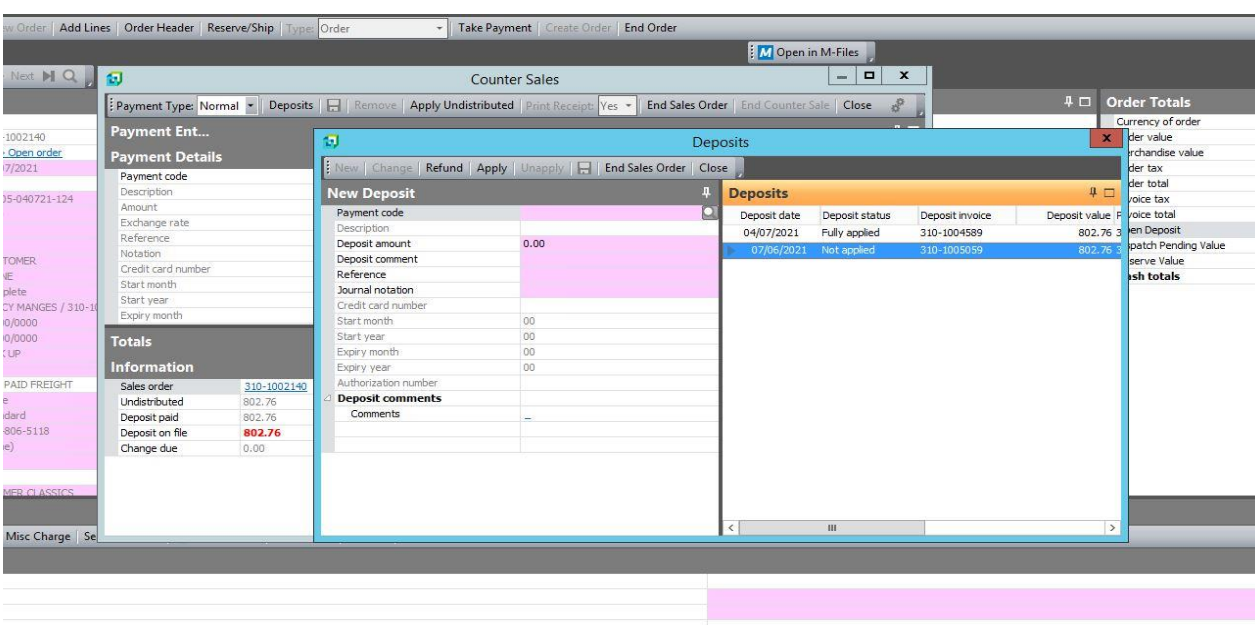
Step 6: Select the deposit you want to apply to the order and hit the apply button.



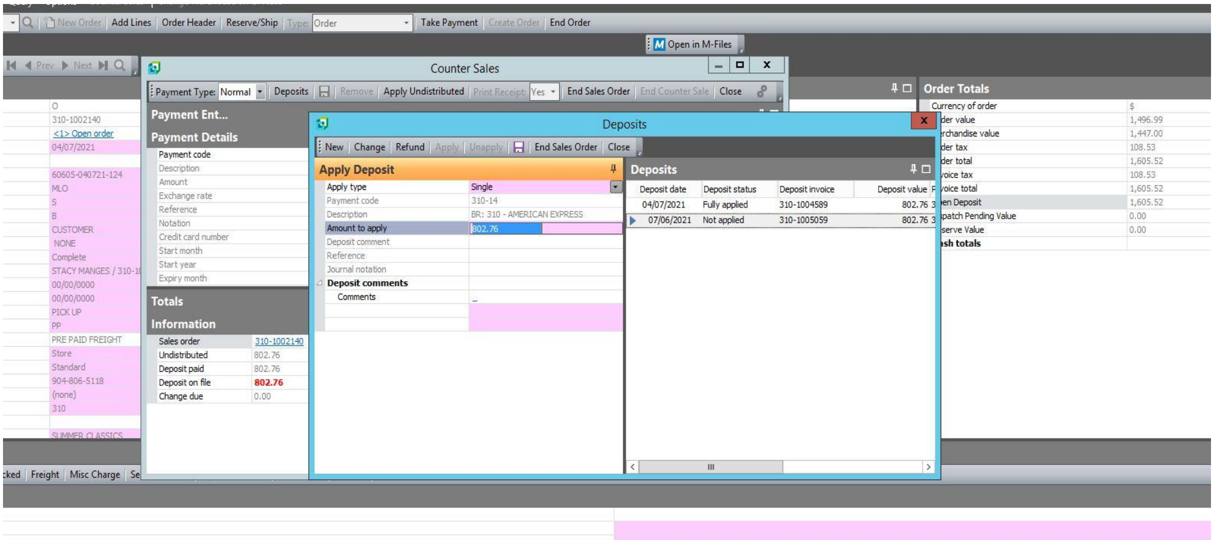
Step 7: After you hit the apply button, your deposit box will look like the below. Make note that the full deposit that was applied was automatically filled in the amount to apply box. Click the save icon.



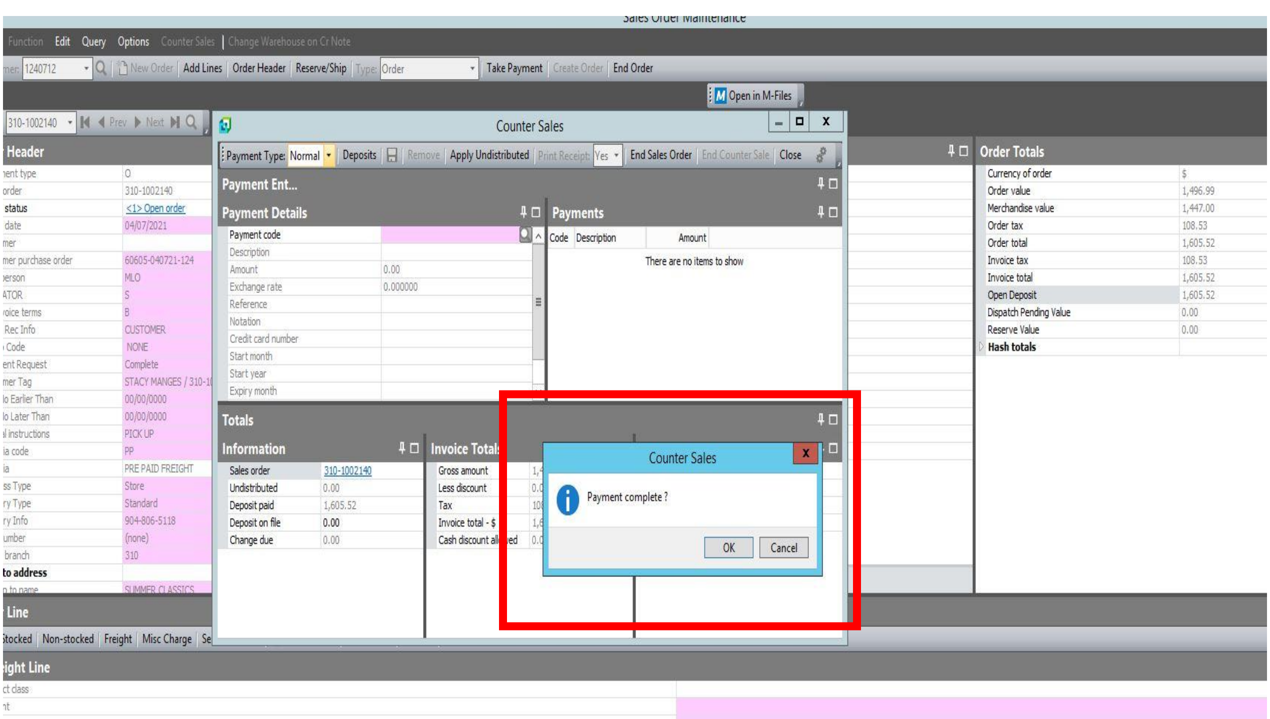
Step 8: Notice that the deposit you just applied says "fully applied." We are now done with that deposit. Click on the next deposit to apply (highlighted in blue) and hit the apply button again.



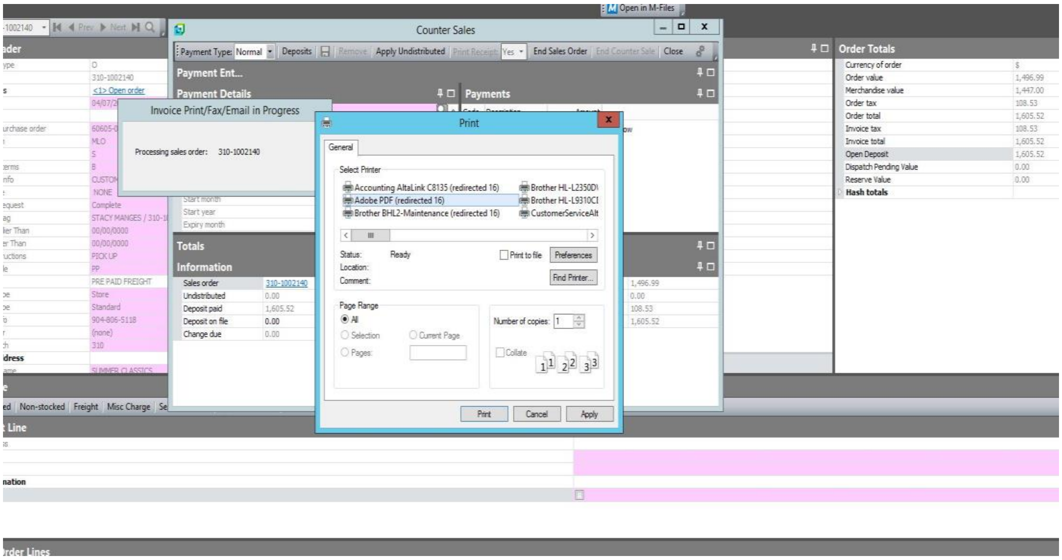
Step 9: You will see the below screen again, similar to step 7. Click save.



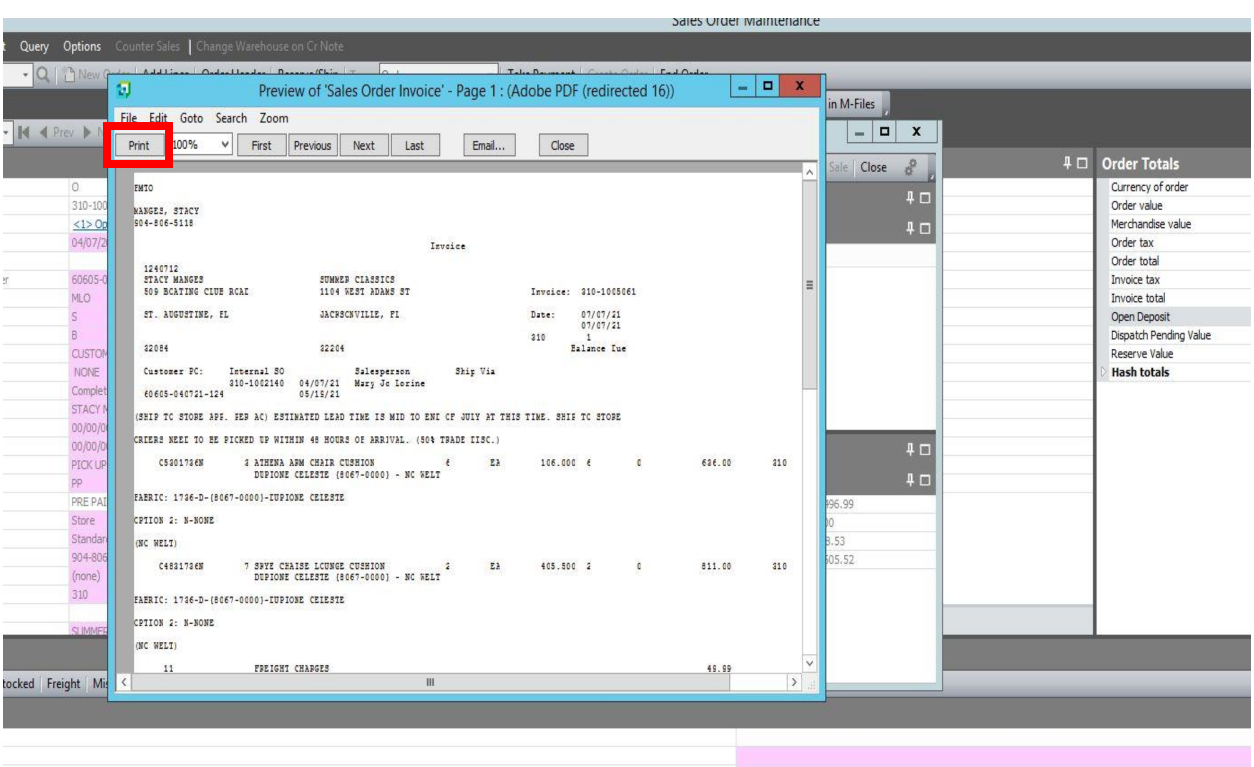
Step 10: After you hit save, you will be brought to the following screen. Click okay under payment complete.



Step 11: Print to your appropriate printer.

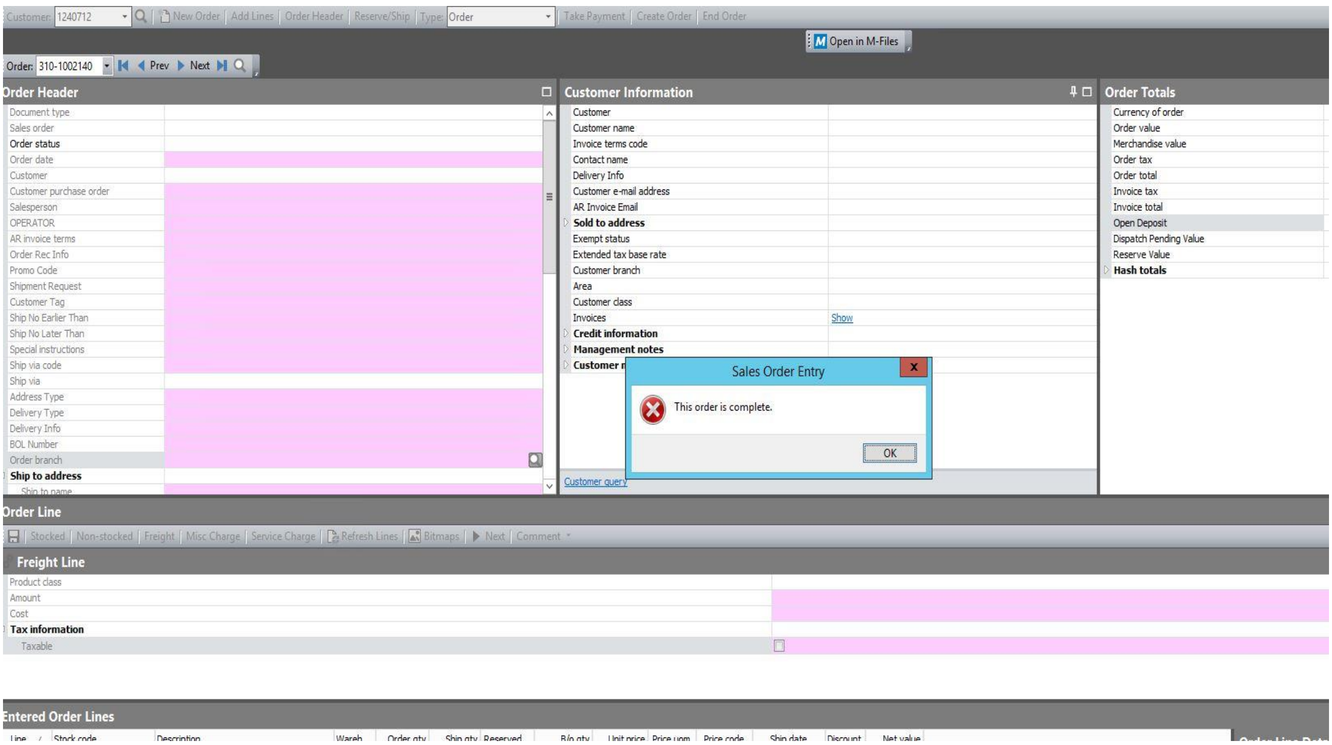


Step 12: Click print on the top left. Attach the invoice to the front of your paperwork and file away.



SUMMER CLASSICS
HOME

Step 13: As a checks and balances, type in the sales order number in the sales order maintenance box and hit enter. Once everything is invoiced on the order, it has been completed and you will see the following screen. This order is now fully completed and invoiced.



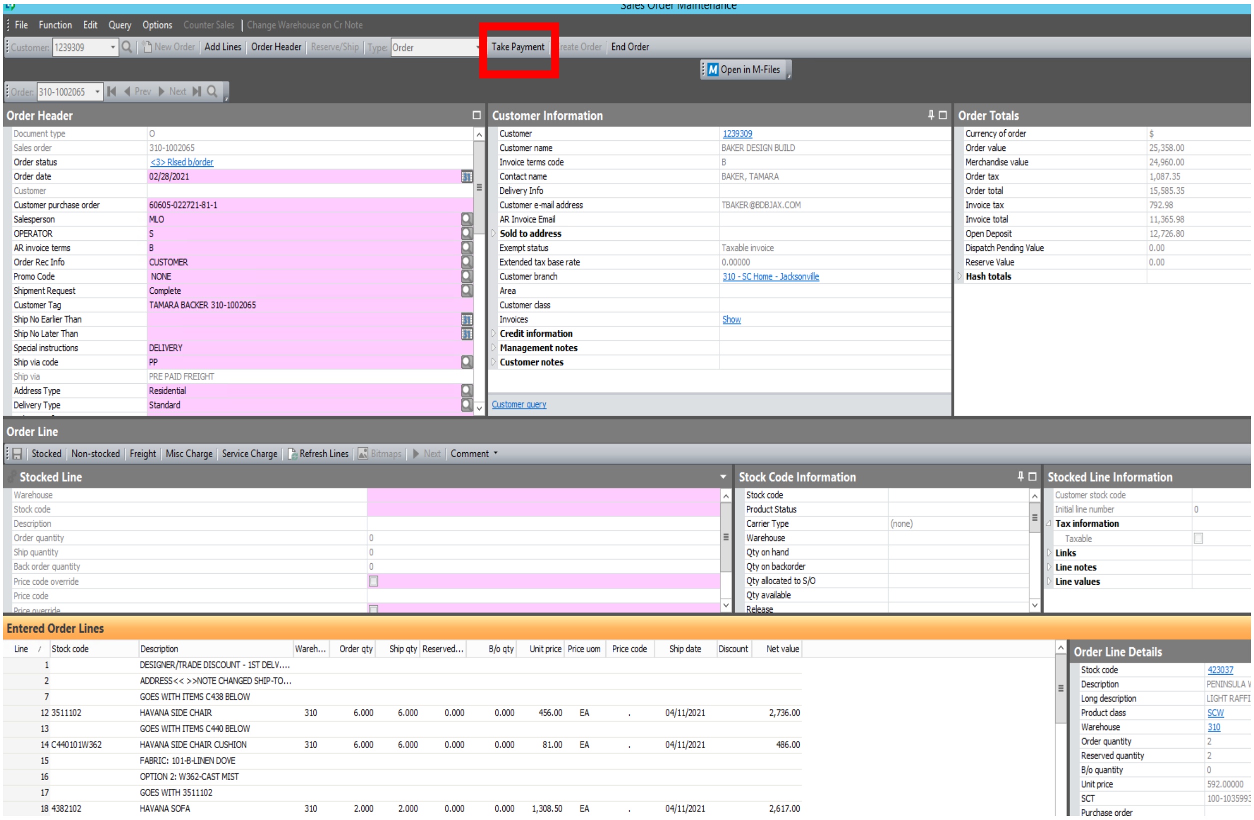
PARTIAL INVOICING

Step 1: Open up your sales order. Review the entered order lines at the bottom of the screen. Everything in the ship column will be invoiced, and everything in the back ordered column will be left on the order. Please confirm everything you actually want to invoice is in the ship column before moving forward.

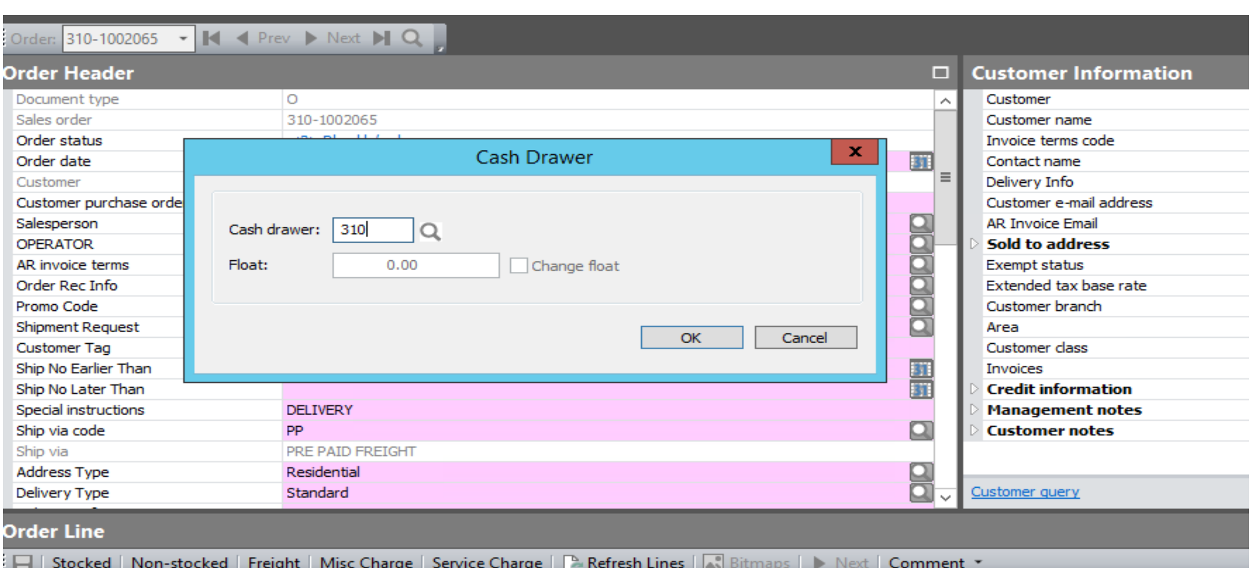
Entered Order Lines

Line	Stock code	Description	Wareh...	Order qty	Ship qty	Reserved...	B/o qty	Unit price	Price uom	Price code	Ship date	Discount	Net value
38	C525101W362	PENINSULA ARM CHAIR CUSHION	310	2.000	2.000	0.000	0.000	81.00	EA	.	04/11/2021		162.00
39		FABRIC: 101-B-LINEN DOVE											
40		OPTION 2: W362-CAST MIST											
41		GOES WITH 423037											
45	457694	SERENATA SLING CHAISE	310	4.000	0.000	0.000	4.000	618.50	EA	.	04/11/2021		2,474.00
46	1759101	MANDARIN COFFEE TABLE	310	1.000	0.000	0.000	1.000	1,451.00	EA	.	04/11/2021		1,451.00
48	318824	C-TABLE WOVEN	310	1.000	1.000	0.000	0.000	366.00	EA	.	04/11/2021		366.00
51		FABRIC: 362-A-CAST MIST											
52		OPTION 2: W101-LINEN DOVE											
87													
88		------- Deposit Receipt -------											
89		Deposit amount : 2244.45											

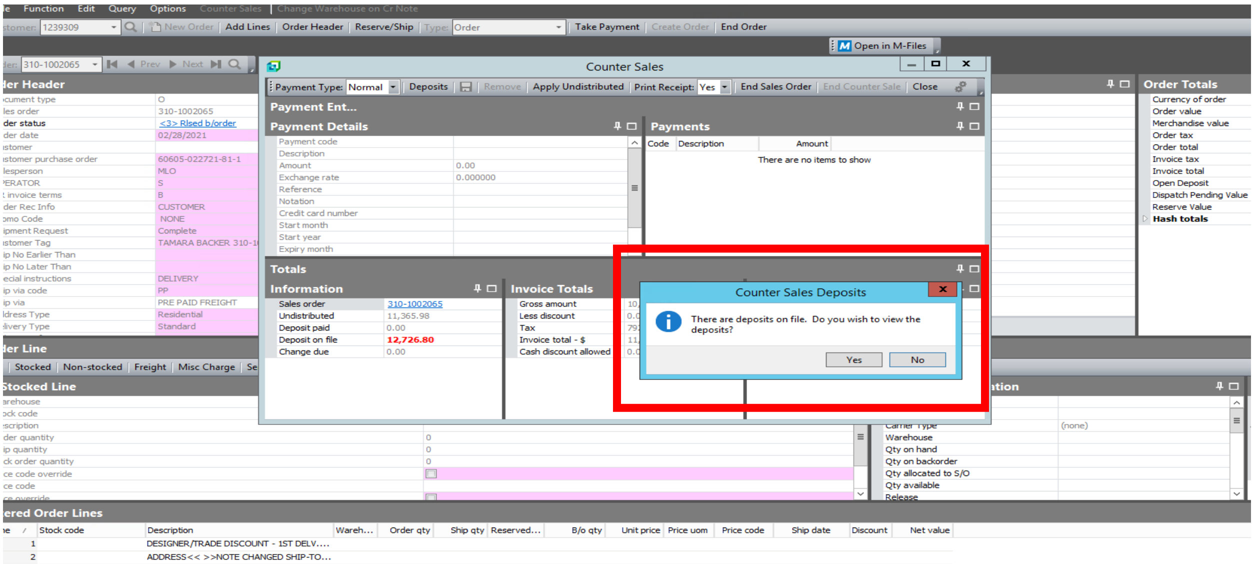
Step 2: After you review your order lines, click the take payment button.



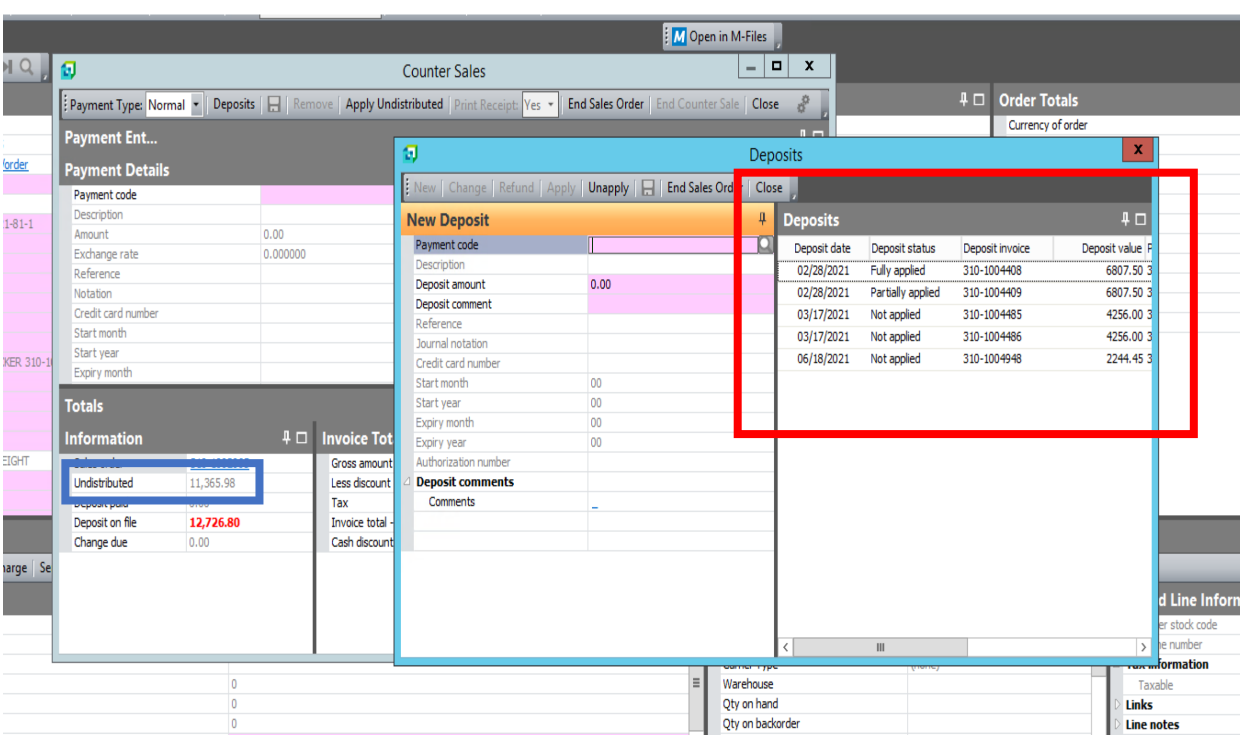
Step 3: Select your cash drawer (your store's number) and click okay.



Step 4: The below screen will then appear. Click yes to view your deposits on file.

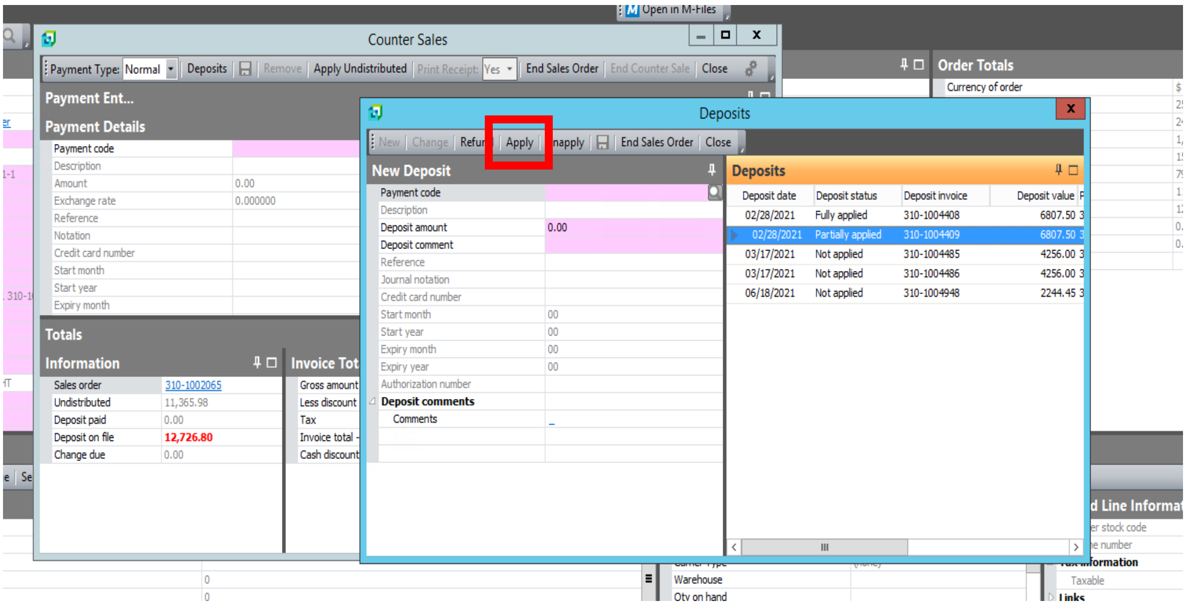


Step 5: Compare the deposits on file (red box) to the undistributed amount on the left (blue box). You will begin to apply to deposits until the undistributed amount reaches $0. Start by applying the largest deposit on file and so on until your undistributed amount is $0.

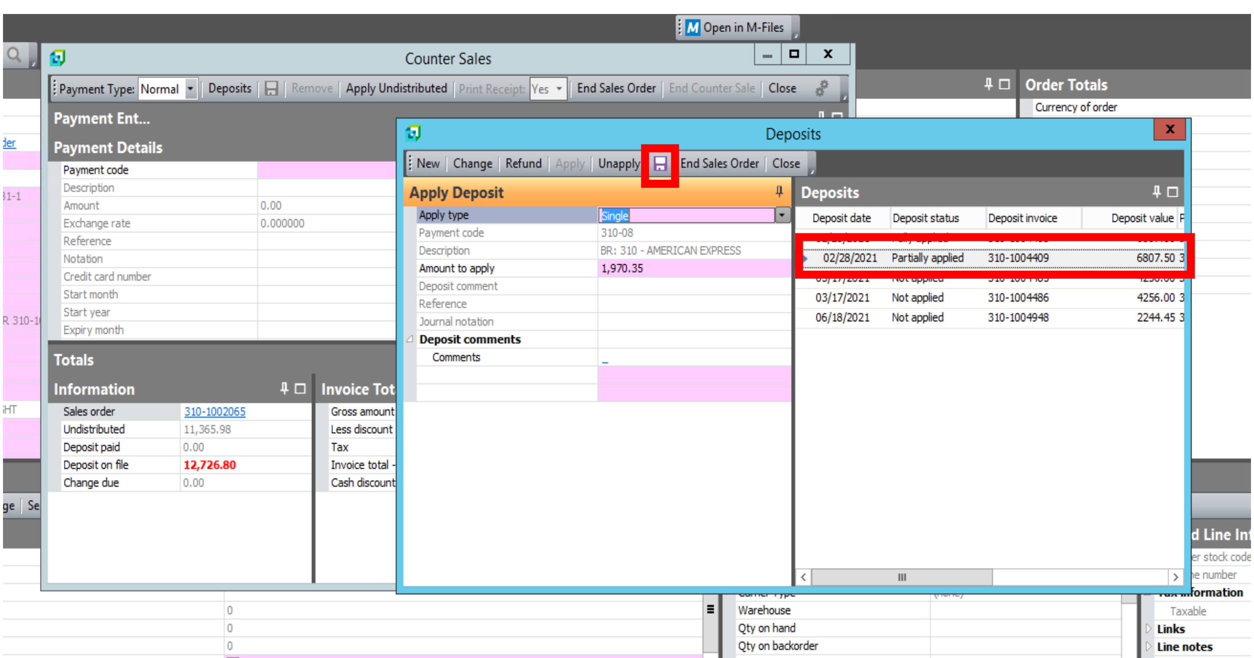


SUMMER CLASSICS HOME

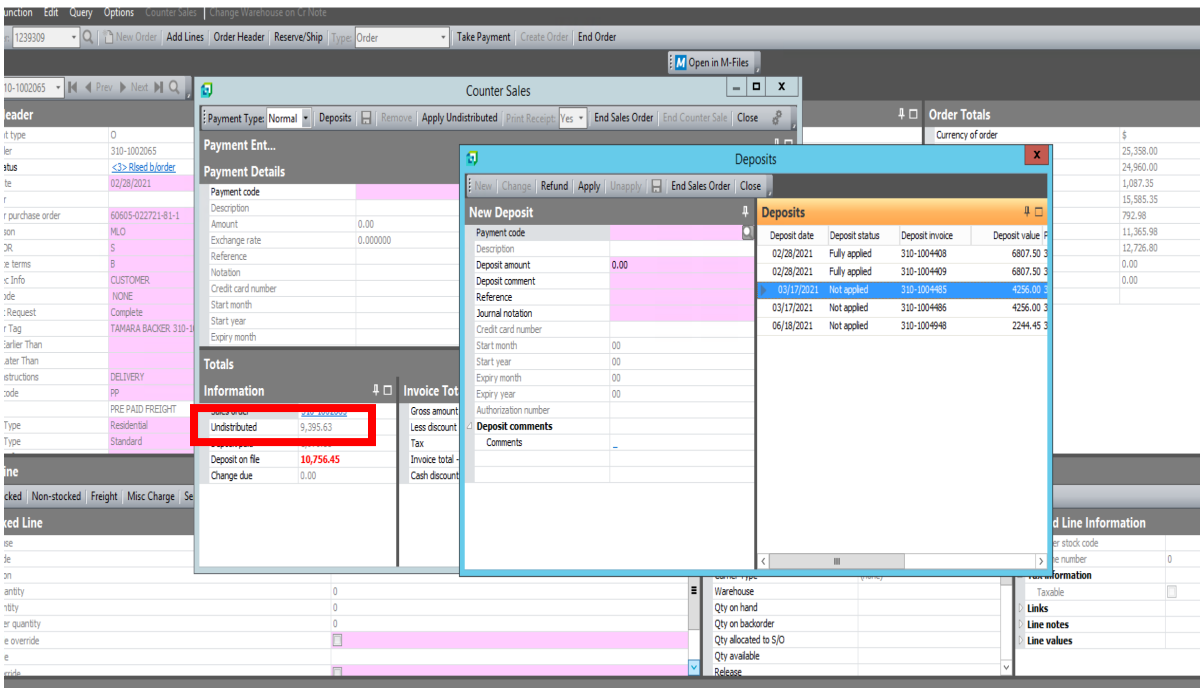
Step 6: Click on the deposit you want to apply to the order and click the apply button at the top.



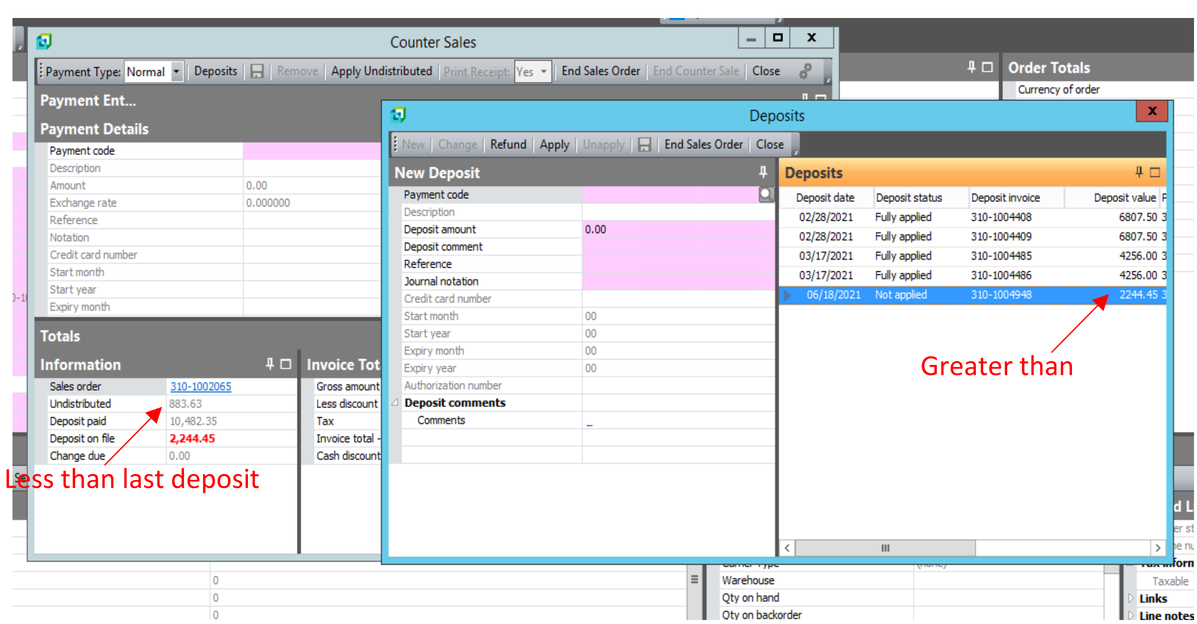
Step 7: Notice that the deposit you are applying already says "partially applied." This means that this order has been partially invoiced before. When you select this deposit to apply again at this moment, the remainder of the balance will automatically apply. Click the save icon.



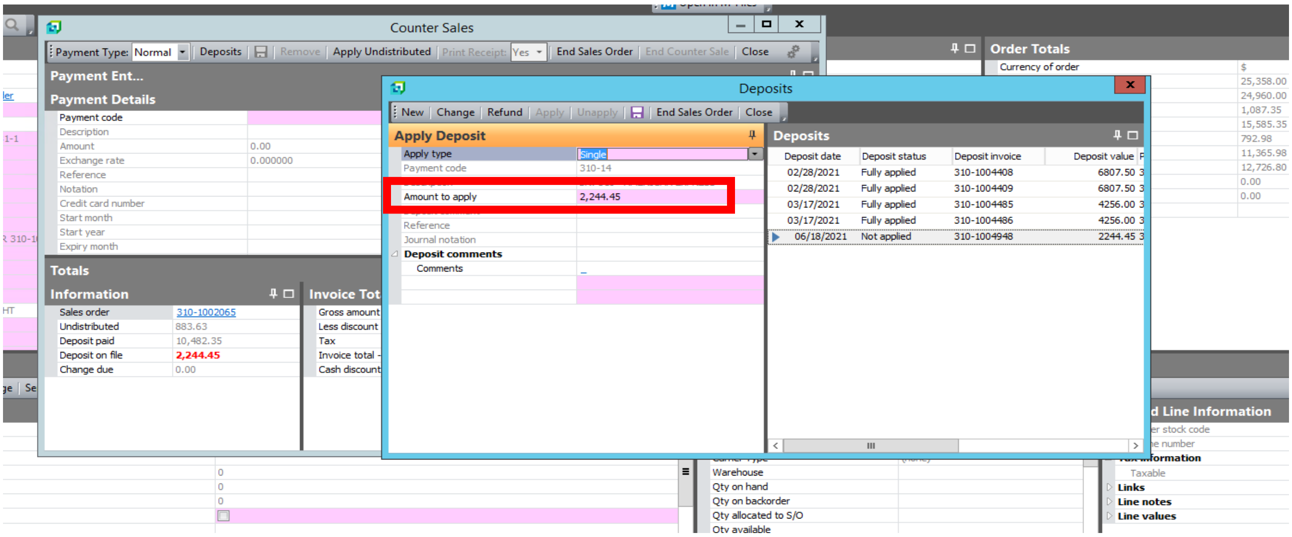
Step 8: You can now see that the undistributed amount has lowered from when we first started to partial invoice the order. Select the next deposit to apply to continue to reduce until the undistributed amount shows $0.



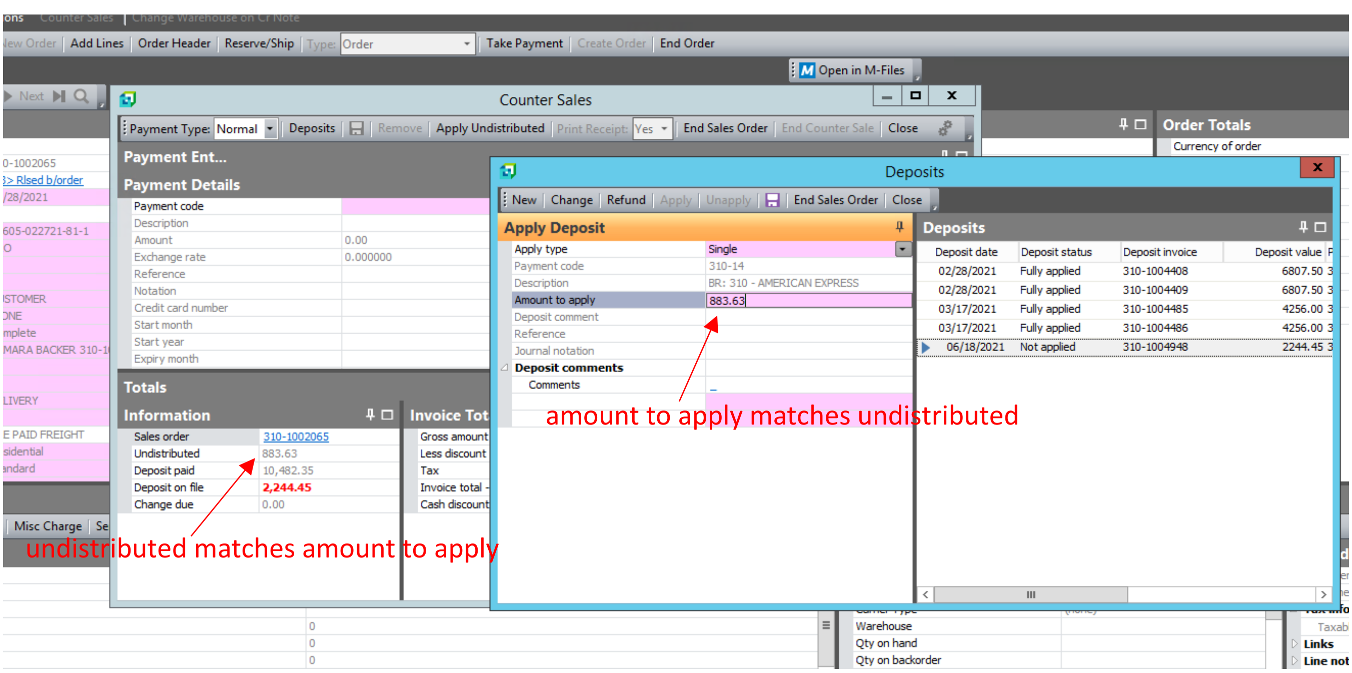
Step 9: Every other deposit has been applied, and now we are looking at the last deposit on file to apply. Notice that the undistributed amount is less than the deposit value show in the deposits box.



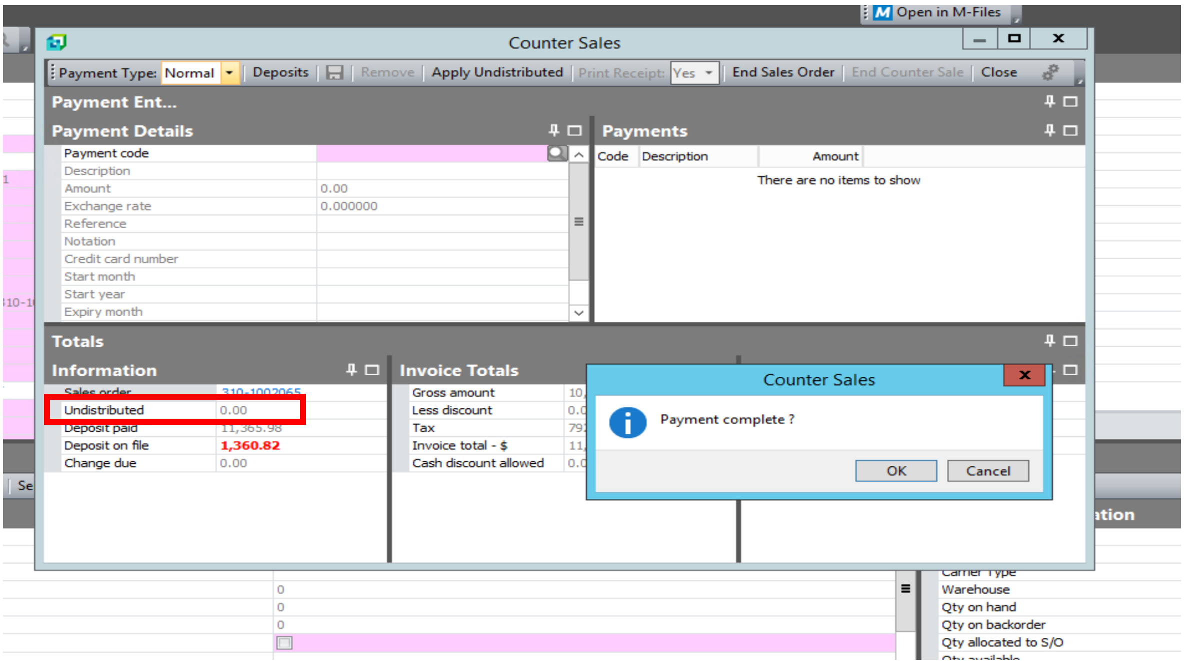
Step 10: After hitting the apply button, the amount to apply automatically generates to the deposit value, as seen below. Next step shows where we will change this value to be the remainder of the undistributed deposit.



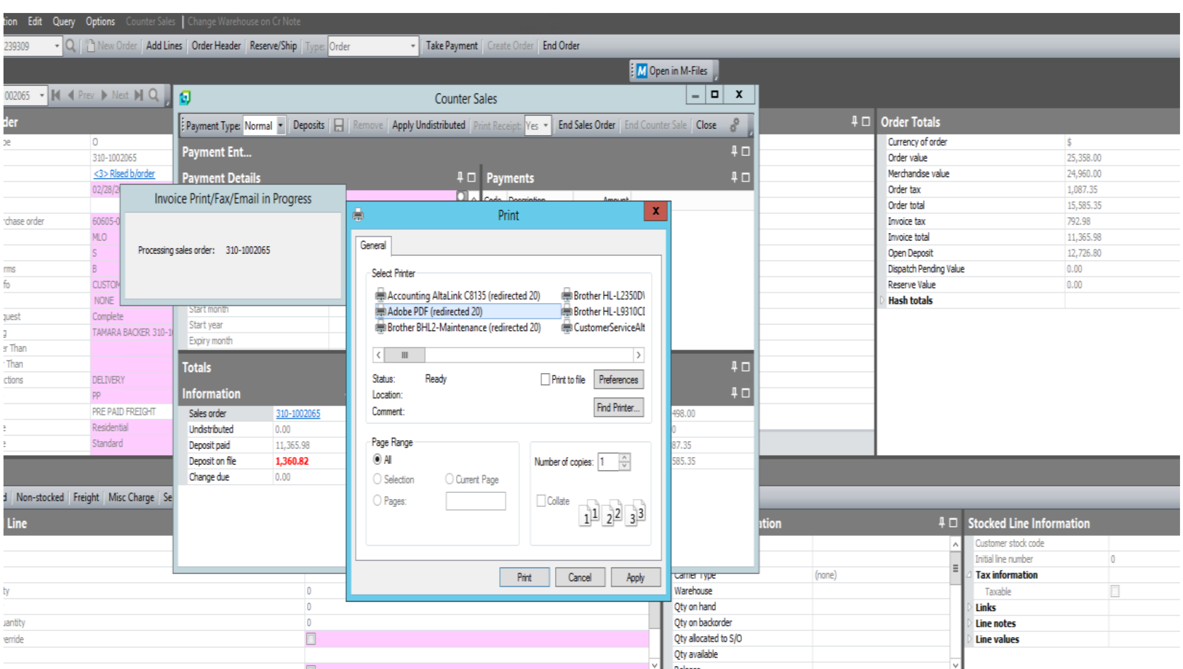
Step 11: You will change the amount manually to what is listed in the undistributed box and click the save icon.



Step 12: After you click save, the below box appears. Notice the $0 remaining in the undistributed section. Click okay under payment complete.

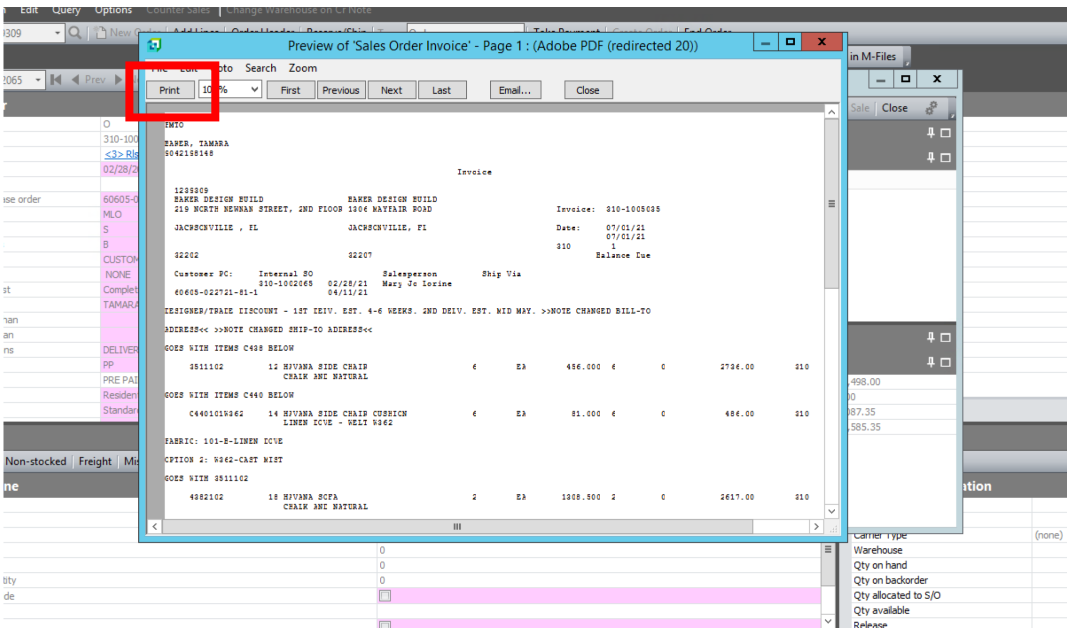


Step 13: Print to your appropriate printer and attach to your paperwork.

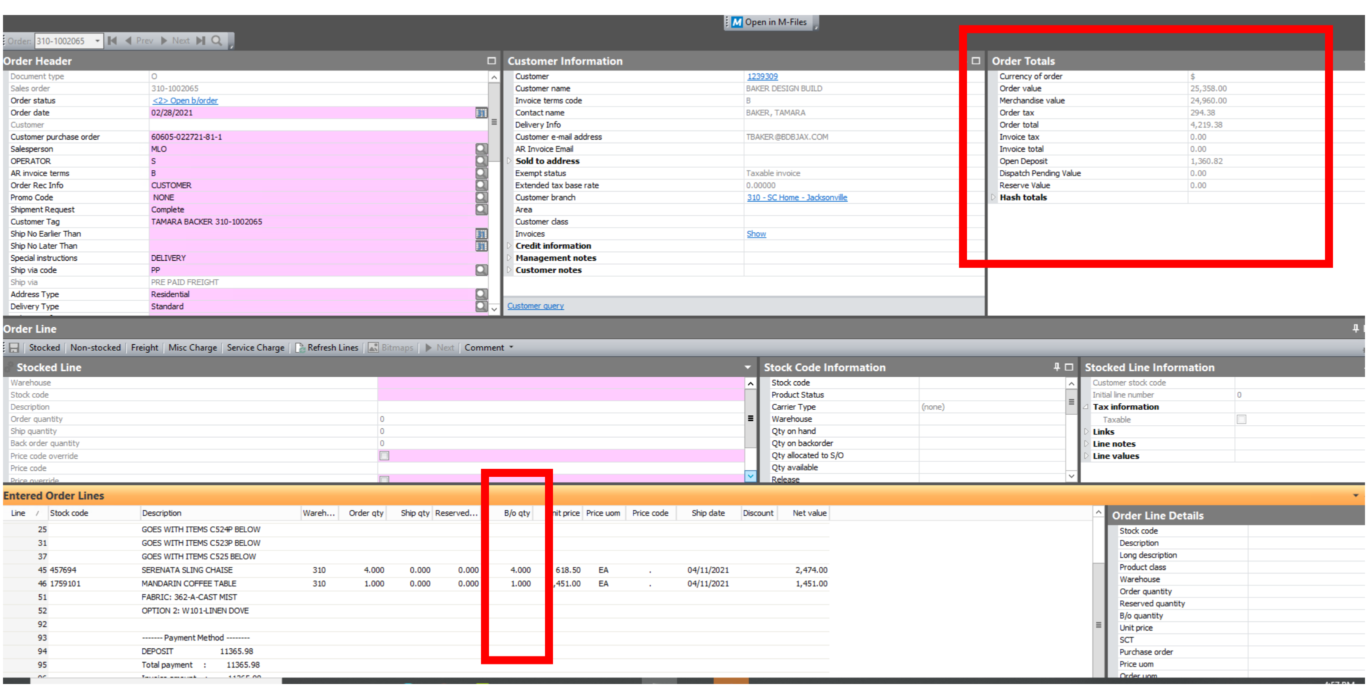


SUMMER CLASSICS HOME

Step 14: Click print on the top left.

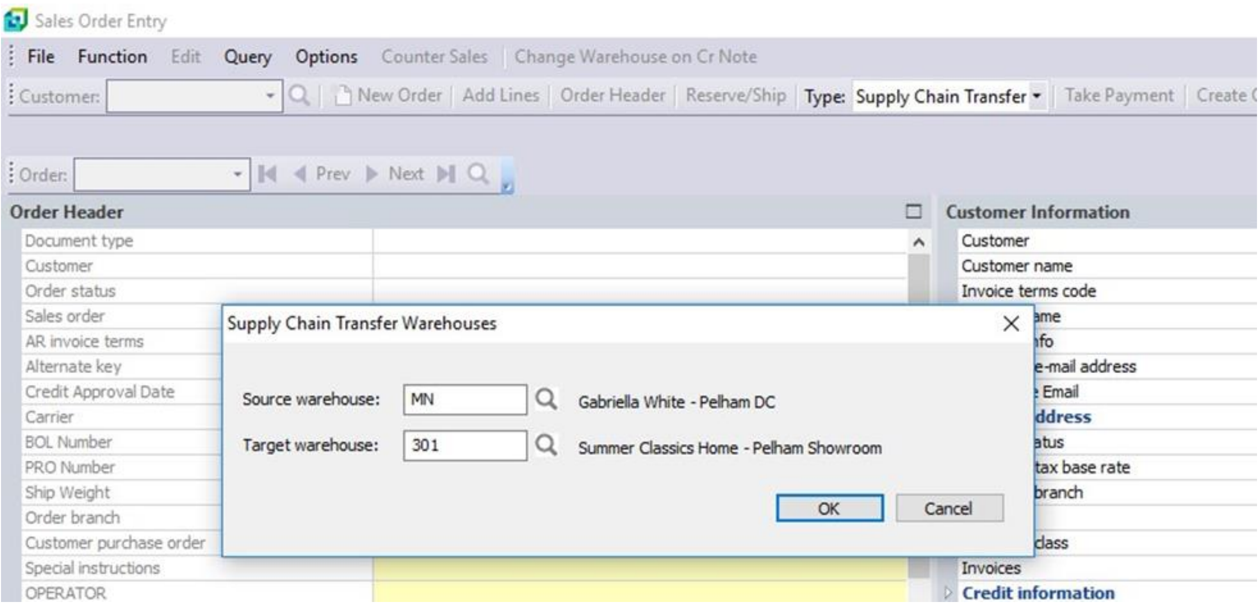


Step 15: Go back into the order and you will see the only items remaining are the ones that were in the back ordered column. Notice that on the right your open deposit and order total have now changed. This will help determine your remaining balance when the rest of the order is ready.

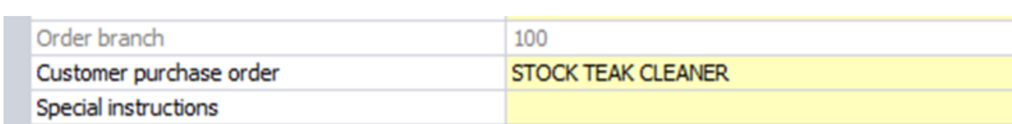


STOCK ORDER ENTRY

In Syspro, open “Sales Order Entry.” Select the drop-down menu for “Type” then select the “Supply Chain Transfer” option. Enter “MN” (Summer Classics/WJ product) or “MV” (Gabby case goods) as the Source Warehouse then hit the Tab key. Enter your store branch number as the Target Warehouse then hit the Tab key.

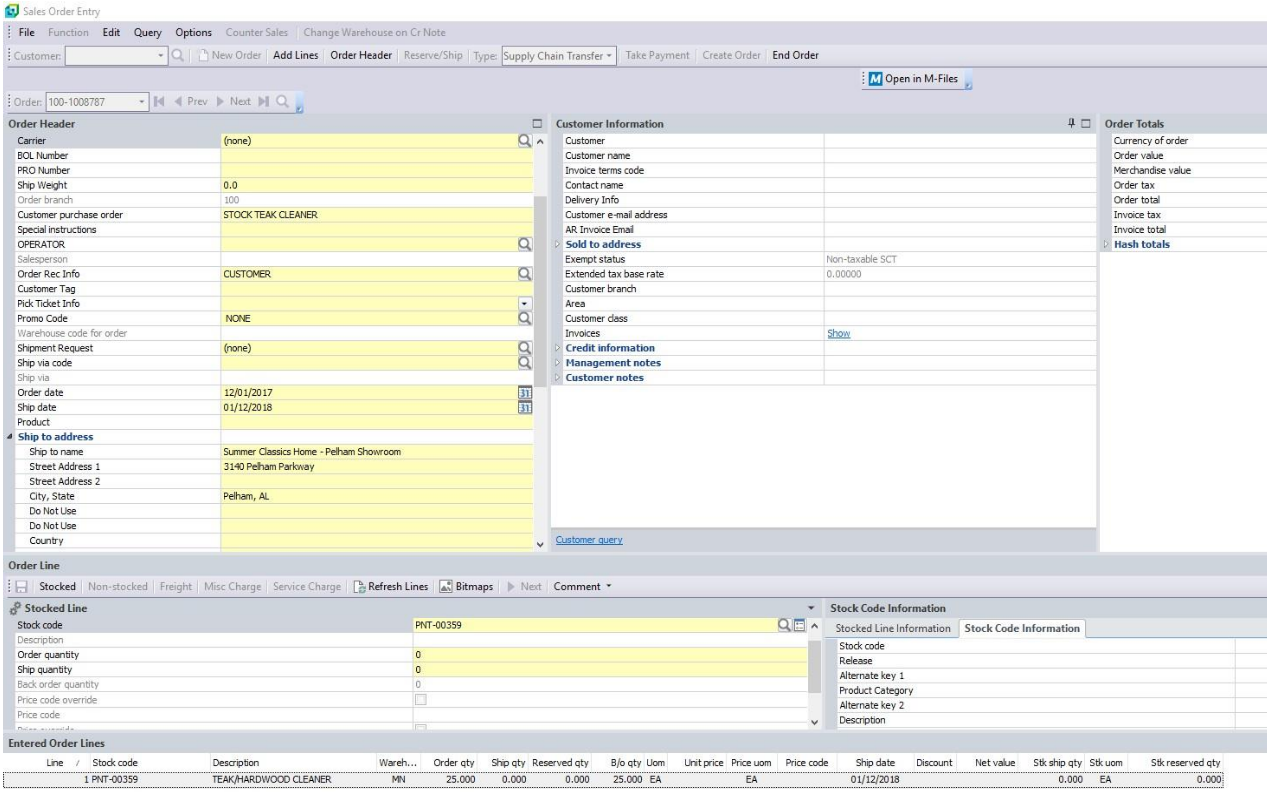


Enter a name for the order in the “Customer Purchase Order” field. In below example I named the order Stock Teak Cleaner.

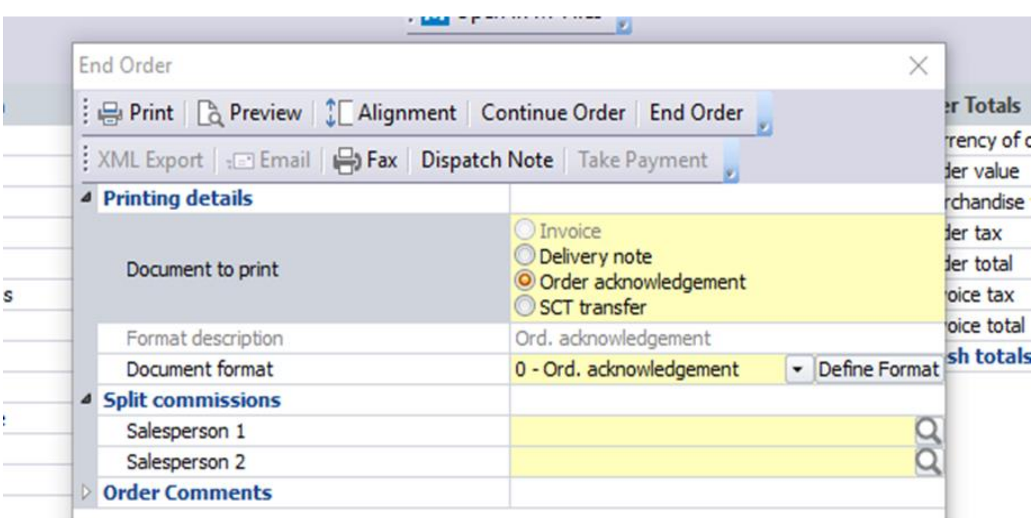


The Order Header will already have your store’s address entered. You will need to select “None” as your Promo Code and “Customer” for the Order Rec line just as you would have pop ups on a regular sales order.

Select “Add Lines” at the top of the screen then enter the sku and quantity of the first item. Use the Tab key to move through the lines. Do not put anything in the “Shipped” or “Reserved” columns. Pricing will auto –populate for each item. Once line is entered select the Save icon. Repeat for all additional lines.

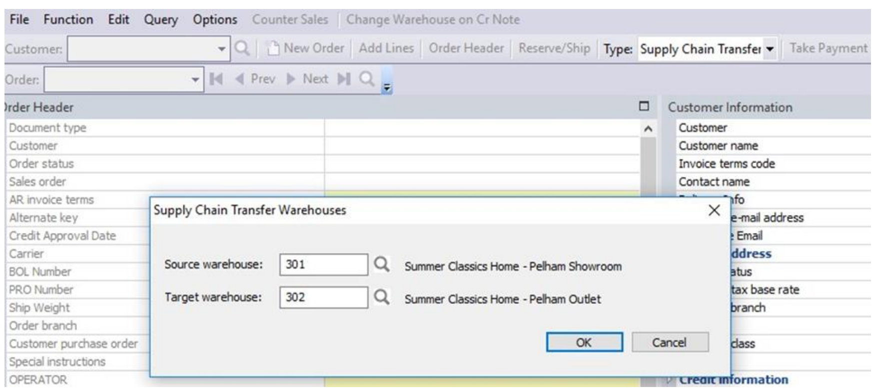


Once all lines have been entered select "End Order" then select "Order Acknowledgment" in the "Documents to Print" section. Select "Print". File in "Open Stock Orders" file and check status weekly with customer orders. **Important:** Never select "SCT Transfer" in the "Documents to Print" section. This will close the order and you will never receive the product.

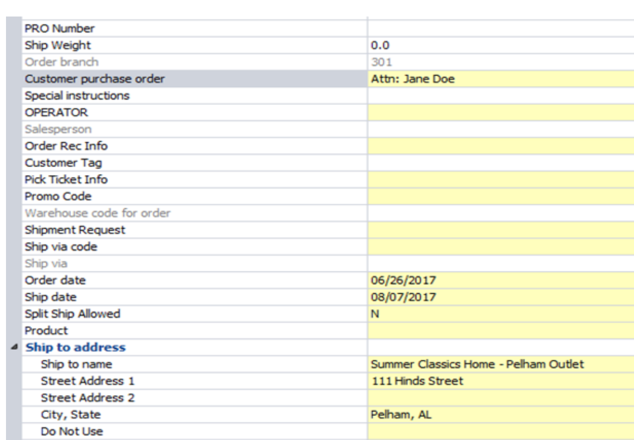


STORE TO STORE TRANSFER PROCESS

In Syspro, open “Sales Order Entry”. Select the drop-down menu for “Type” then select the “Supply Chain Transfer” option. Enter the store number where the items are being shipped from then hit the Tab key and enter the store number who is receiving the items.



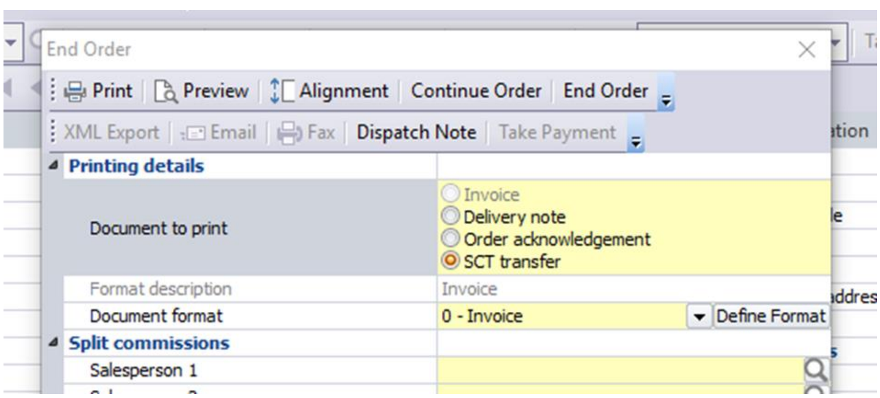
Enter any order notes or Customer Name in the “Customer Purchase Order” field. You can also enter Attn: <u>Name of person who requested the transfer.</u> The Order Header will already have the receiving store’s address. You will need to select NONE as your Promo Code, Customer for Order Rec Info just as you would have pop ups on a regular sales order.



Select "Add Lines" at the top of the screen then enter the sku and quantity of the first item being shipped. Use the Tab key to move through the lines. Everything must be entered into the "Shipped" column with no quantities in the "Backorder" column. Price will auto-populate for each item. Once line is entered select the Save Icon. Repeat for all lines.

Every item being transferred must first be in the sending store's inventory. If you need to send something that is not in inventory you are required to adjust the item into your inventory first, then you can enter it onto the Supply Chain Transfer (SCT)

Once everything has been entered select "End Order" then select the "SCT Transfer" option in the Documents to Print section and select "Print".



Printing the SCT will close the transaction. Once the order is printed the items will appear in the receiving store's "Transfers In" area for them to accept into their inventory. The sending store should be entering the SCT and must always make sure that the receiving store is aware that they are sending anything.

The sending store must scan a copy of the printed invoice to an email and send to the receiving store. The receiving store must thoroughly check all items once they arrive to ensure accuracy and quality prior to receiving anything into their inventory.

If there are items missing or if anything is damaged when received, the receiving store will make notes on the SCT paperwork stating what is missing or damaged then receive everything into Inventory. The receiving store will then follow this process and create a new SCT sending those items back to the sending store.

The receiving store is required to send pictures of any damaged items to the sending store along with an email explaining what is wrong with the original SCT. They must also attach a copy of the new SCT Invoice which both stores need to print and file. The receiving store will not ship the damaged items back to the sending store. They will dispose of them and the sending store will need to receive these back into their inventory and damage them out using the “Scrapped Inventory” expense in Movements.

Both stores must have a file where they place these SCT Invoices for the current year.

ADDITIONAL TRANSFER REQUIREMENTS

All cushions are required to have the correct Barcode Sticker attached to the white law tag prior to sending to another store. Please see Tagging Instructions Document for further details. Every other item from frames to accessories must also be tagged properly prior to transferring.

The receiving store, typically the Factory Outlet location, should be able to unbox the merchandise, check it in, and immediately put it out to sell. They will not research items to figure out what they are.

Stores with order cancellations may send the customer’s cancelled items to the Outlet if you are unable to sell it off your floor. You are required to inform the Outlet management team of the transfer prior to sending the merchandise. You also must follow the steps listed in this document including sending the Outlet a copy of the SCT Invoice prior to the items arriving at the Outlet location.

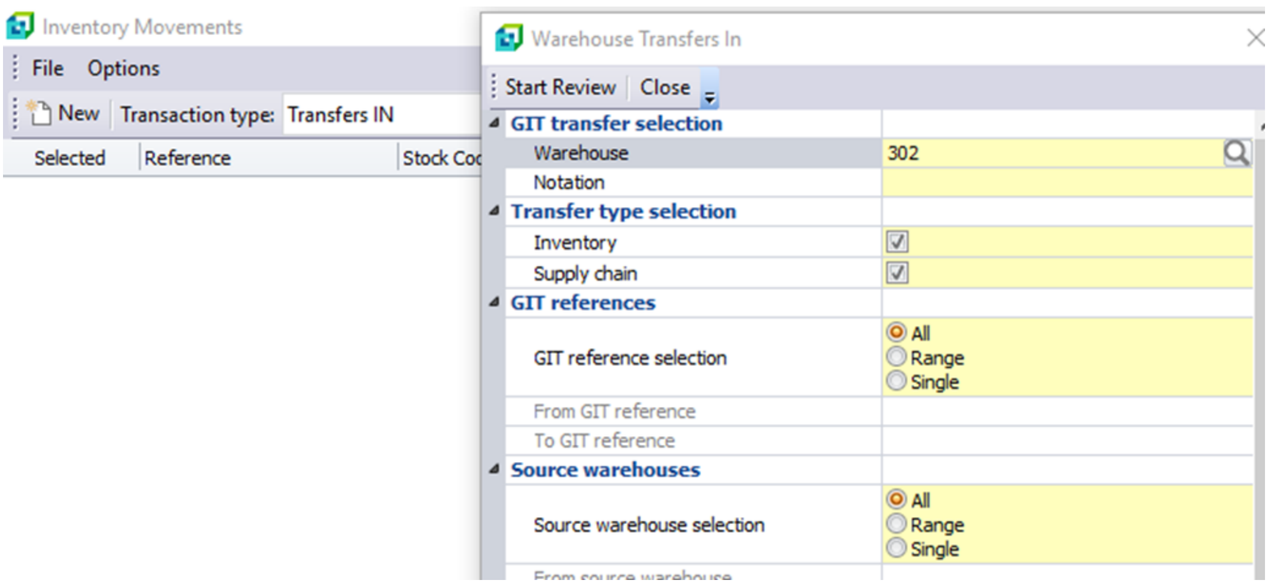
When a transfer is requested by the receiving store they pay for the shipment. The sending store will request the UPS or Averitt account information from the receiving store or the receiving store can set everything up for the transfer to be picked up from the sending store address.

When sending overstock merchandise to the Outlet, for example leftover Christmas inventory in January, the sending store pays for the items to ship to the Outlet.

INVENTORY MOVEMENTS

RECEIVING IN MERCHANDISE

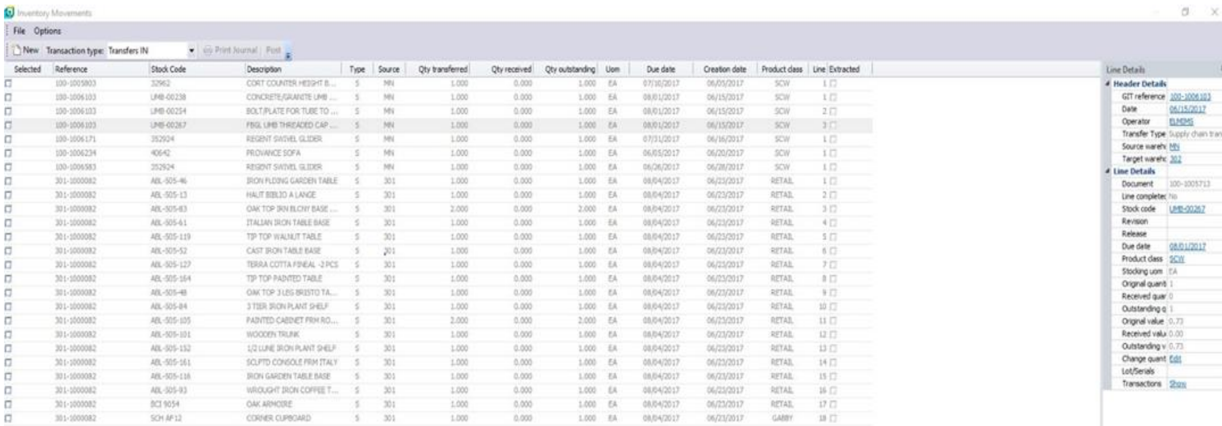
In Syspro, enter "Movements." Select "Transfers In" on the "Transaction Type" drop down menu. A "Warehouse Transfers In" box will appear. Ensure that your store number is entered on the "Warehouse" line then select "Start Review".



Everything that has been shipped to your store will appear. For orders from MN, first make sure that someone has checked off each line on the order pick tickets to verify that you did receive everything that was 'shipped'.

Next, use the pick tickets to find the items on the screen and select the boxes on the left side of the screen that you are ready to receive into inventory. Once you have selected everything select "Post" at the top of the screen to finalize the transaction. Print the journal and file it.

*The "Reference" column is Not your order number. To view your order number for any line, select the line then look at the "Line Details" section on the right side of the screen. The "Document" line will show the order number. *



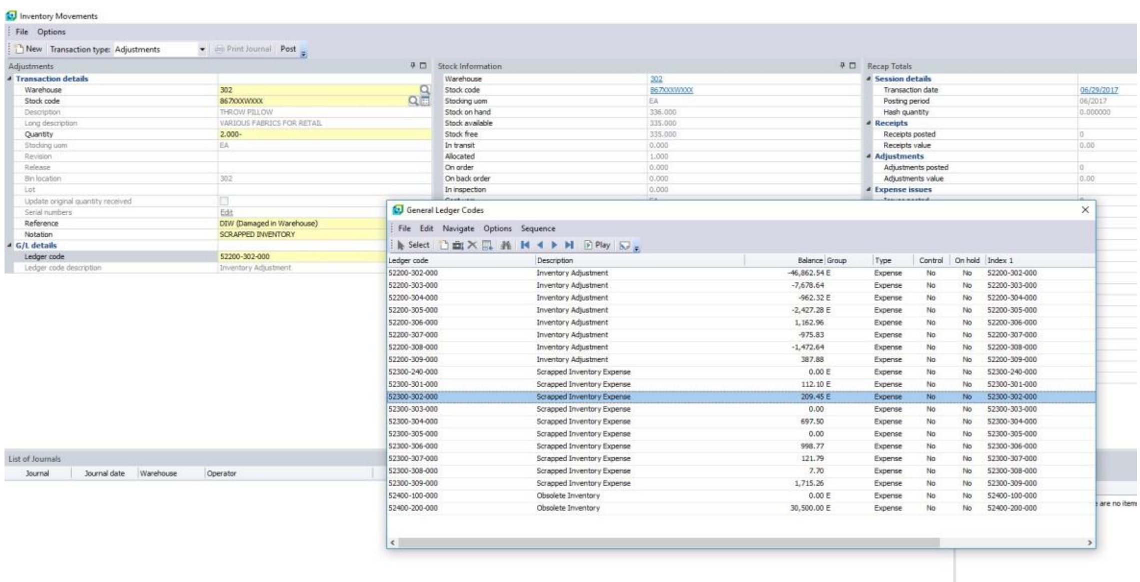
Make sure to never receive in anything until someone has verified that you truly received it with your shipment. Once you post your transaction, all items that were in the "Backorder" column on the orders associated with your items will automatically move to the "Shipped" column for you.

SCRAPPED INVENTORY ADJUSTMENTS

In Syspro, enter "Movements." Select "Adjustments" in the "Transaction Type" drop-down menu. Fill in all available line in the "Transaction Details" section and use Tab Key to move through the screen.

<u>Warehouse</u>-Enter your store number <u>Stock Code</u>-Enter the stock code
<u>Quantity</u>-Be sure to enter a –before your quantity to reflect a negative movement
<u>Reference</u>- Enter either "DIW" damaged in warehouse or "DWR" damaged when received
<u>Notation</u>-Enter "Scrapped Inventory"
<u>Ledger Code</u>- Enter your store's Scrapped Inventory Expense ledger code by selecting the magnifying glass and double-clicking on the correct line for your store. You can use the binoculars to search for the "Scrapped Inventory Expense" if you want to find it quickly.

Select “Post” once your first line is completed. You will need to re-enter the correct “Ledger Code” for each line you enter. It will not stay set on the code however the “Reference” and “Notation” lines will save for each line. Once everything has been entered select “Post” then “Print Journal” to complete the transaction. Print and file the journal that pops up in you Inventory Adjustments Book.



CYCLE COUNT INVENTORY ADJUSTMENTS

In Syspro, enter “Movements.” Follow the same steps outlined in Scrapped Inventory Adjustments. You can add additional items found in the store to inventory and you can also take missing items out of inventory on the same journal transaction.

Reference-CID-CC (Correct Inventory Discrepancy During Cycle Count)
Notation-Cycle Count/enter the current date
Ledger Code-Use the magnifying glass to find the “Inventory Adjustment” code with your store number.

Select “Post” to complete the line. Once all lines have been entered select “Print Journal” to complete the transaction. Print and file the journal that pops up in your Inventory Adjustment Book.

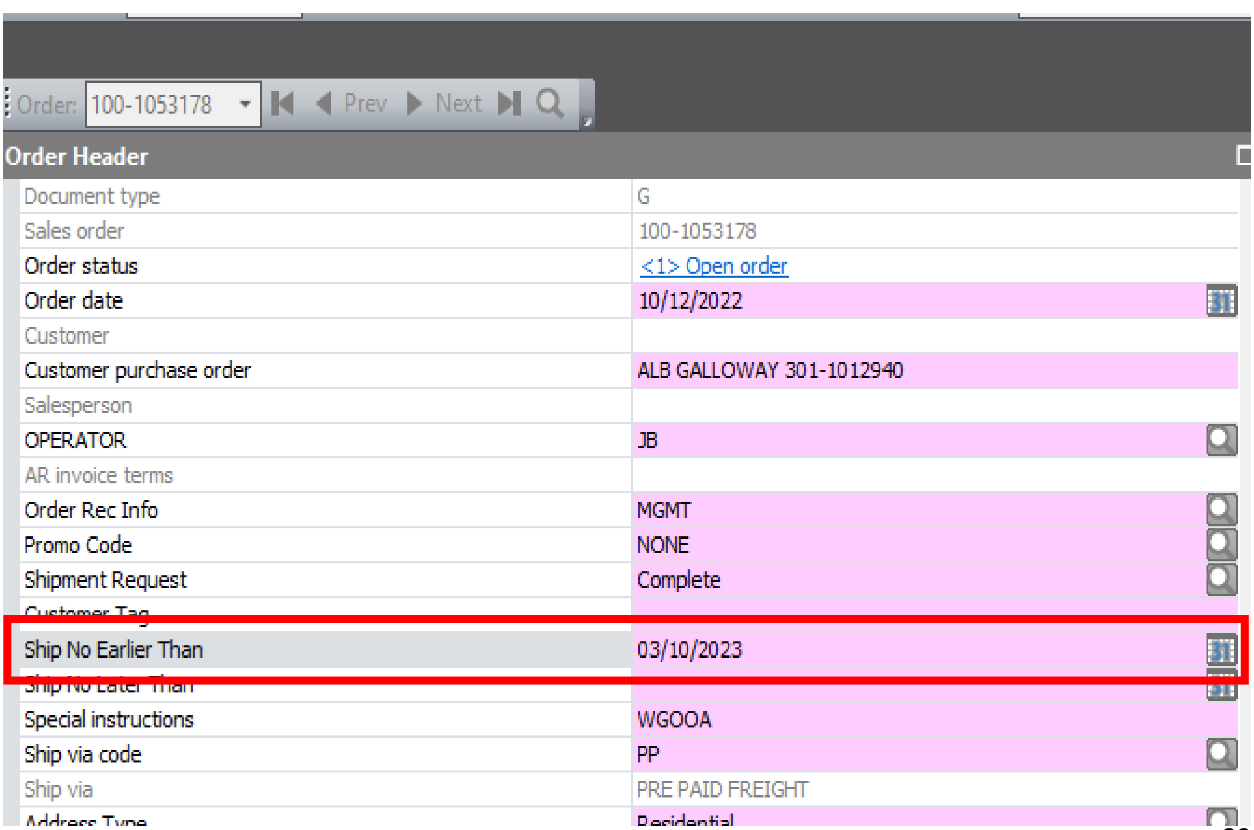
You will have to re-enter the ledger code for each line that is posted.

NET DATE PRODUCT ALLOCATION

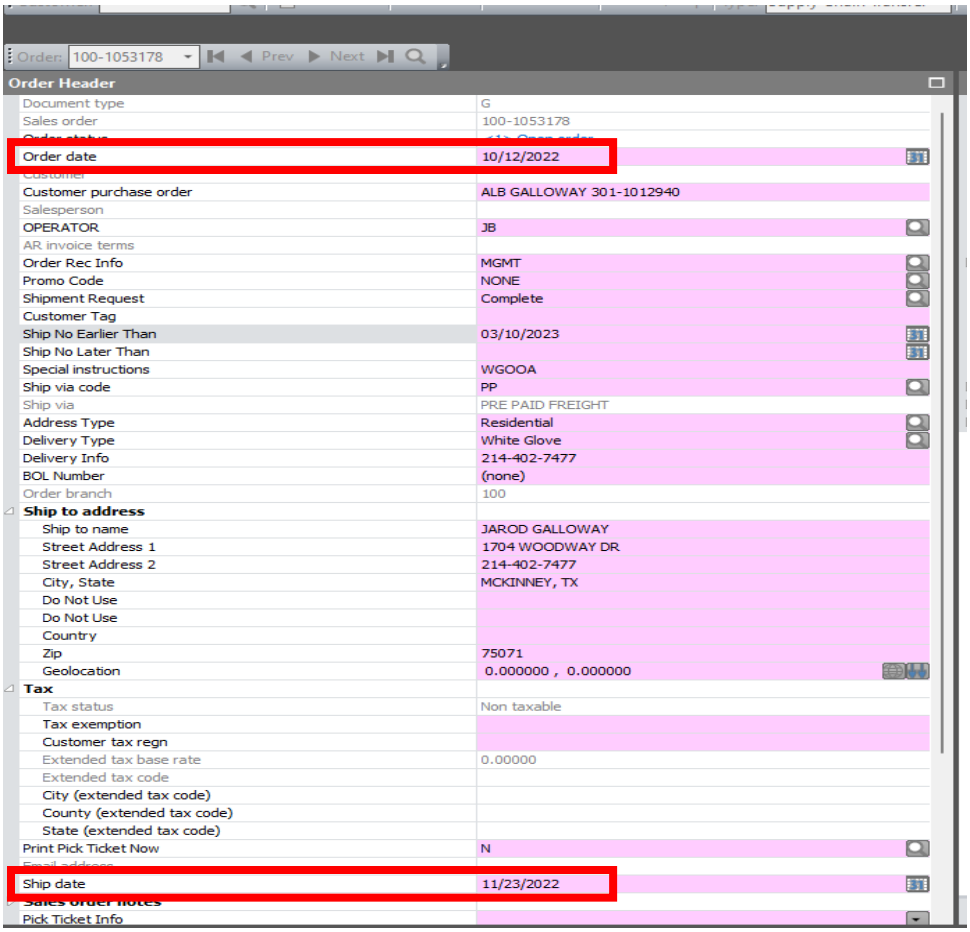
A NET Date in Syspro is a "no earlier than" date, meaning the customer purchases in October 2022, for example, but they do not want to receive the product until March 2023. Therefore, we enter a NET Date in Syspro for the desired ship date from the initial purchase date to hold the product in our warehouse but have the item(s) allocate to the order (ex. NET date on this order / example would be 03/10/2023).

IMPORTANT: If your client requests a NET date, the NET Date must be keyed on your 100 SCT number for the product to hold and allocate to the order. If this information is left off the 100 SCT number, the product will ship when ready.

IMPORTANT: NET Dates should not be more than 6 months out from the original purchase date.



For all orders in Syspro, the requested ship date auto populates to 6 weeks out from the date the order was entered in Syspro. See screenshot below for visibility of the two dates.


Order: 100-1053178 Prev Next

Order Header

Document type	G
Sales order	100-1053178
Order status	<1> Open order
Order date	10/12/2022
Customer	
Customer purchase order	ALB GALLOWAY 301-1012940
Salesperson	
OPERATOR	JB
AR invoice terms	
Order Rec Info	MGMT
Promo Code	NONE
Shipment Request	Complete
Customer Tag	
Ship No Earlier Than	03/10/2023
Ship No Later Than	
Special instructions	WGOOA
Ship via code	PP
Ship via	PRE PAID FREIGHT
Address Type	Residential
Delivery Type	White Glove
Delivery Info	214-402-7477
BOL Number	(none)
Order branch	100
Ship to address	
Ship to name	JAROD GALLOWAY
Street Address 1	1704 WOODWAY DR
Street Address 2	214-402-7477
City, State	MCKINNEY, TX
Do Not Use	
Do Not Use	
Country	
Zip	75071
Geolocation	0.000000 , 0.000000
Tax	
Tax status	Non taxable
Tax exemption	
Customer tax regn	
Extended tax base rate	0.00000
Extended tax code	
City (extended tax code)	
County (extended tax code)	
State (extended tax code)	
Print Pick Ticket Now	N
Email address	
Ship date	11/23/2022
Sales order notes	
Pick Ticket Info	

When your order has a NET Date, the requested ship date needs to be manually changed on the 100 SCT order number to:

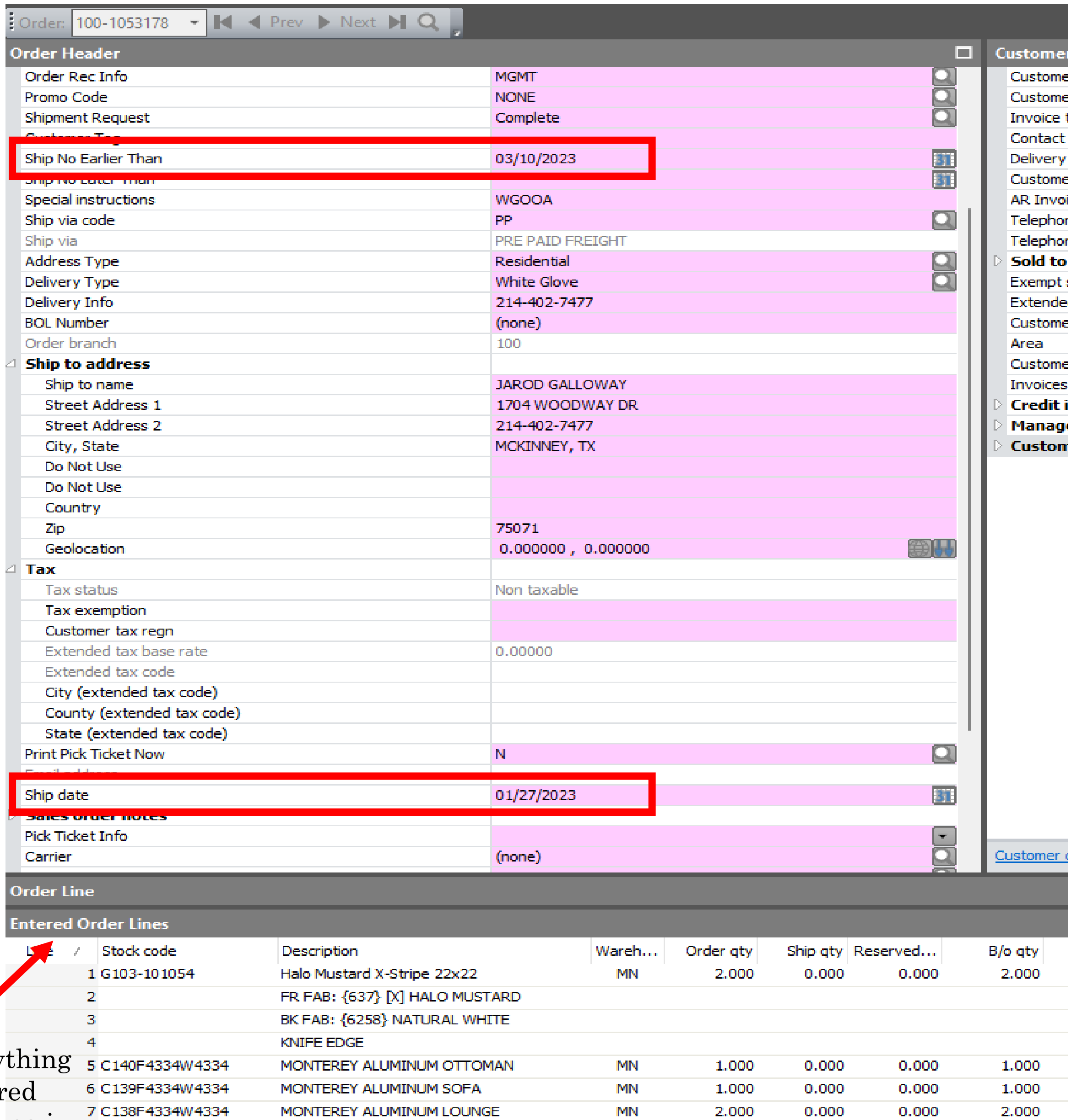
6 weeks before listed NET date for **Summer Classics** product

8 weeks before listed NET date for **Gabby** product, excluding upholstery*

*Upholstery items are not eligible for NET dates

SUMMER CLASSICS
HOME

WHY must this be done for NET Dates? Across all channels, product will be able to ship out within the month the order is taken versus allocating product that is not requested to ship until 3-6 months later.


Order: 100-1053178 Prev Next

Order Header

Order Rec Info	MGMT
Promo Code	NONE
Shipment Request	Complete
Customer Tag	
Ship No Earlier Than	03/10/2023
Ship No Later Than	
Special instructions	WGOOA
Ship via code	PP
Ship via	PRE PAID FREIGHT
Address Type	Residential
Delivery Type	White Glove
Delivery Info	214-402-7477
BOL Number	(none)
Order branch	100
Ship to address	
Ship to name	JAROD GALLOWAY
Street Address 1	1704 WOODWAY DR
Street Address 2	214-402-7477
City, State	MCKINNEY, TX
Do Not Use	
Do Not Use	
Country	
Zip	75071
Geolocation	0.000000 , 0.000000
Tax	
Tax status	Non taxable
Tax exemption	
Customer tax regn	
Extended tax base rate	0.00000
Extended tax code	
City (extended tax code)	
County (extended tax code)	
State (extended tax code)	
Print Pick Ticket Now	N
Email address	
Ship date	01/27/2023
Sales order notes	
Pick Ticket Info	
Carrier	(none)

Custome

Custome
Custome
Invoice t
Contact
Delivery
Custome
AR Invoi
Telephor
Telephor
Sold to
Exempt :
Extende
Custome
Area
Custome
Invoices
Credit i
Manag
Custom
Customer c

Order Line

Entered Order Lines

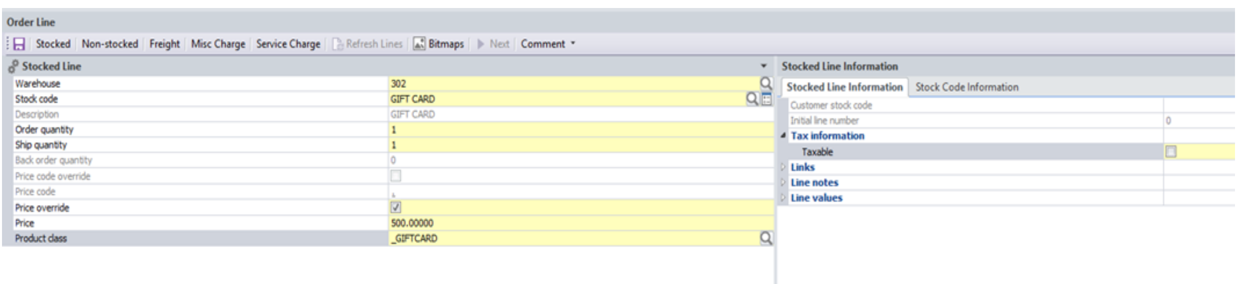
Line	Stock code	Description	Wareh...	Order qty	Ship qty	Reserved...	B/o qty
1	G103-101054	Halo Mustard X-Stripe 22x22	MN	2.000	0.000	0.000	2.000
2		FR FAB: {637} [X] HALO MUSTARD					
3		BK FAB: {6258} NATURAL WHITE					
4		KNIFE EDGE					
5	C140F4334W4334	MONTEREY ALUMINUM OTTOMAN	MN	1.000	0.000	0.000	1.000
6	C139F4334W4334	MONTEREY ALUMINUM SOFA	MN	1.000	0.000	0.000	1.000
7	C138F4334W4334	MONTEREY ALUMINUM LOUNGE	MN	2.000	0.000	0.000	2.000

Note that everything in the "Entered Order Lines" area is Summer Classics product, so the ship date is 6 weeks before the listed NET date

GIFT CARD SALE ENTRY

Gift card purchases should be treated the same as any other customer order. Someone will enter it onto an order in ECAT using the SC-1 stock code then add “Gift Card Purchase” as a comment for that line item.

Once the order is opened in Syspro “Sales Order Entry”, the SC-1 line must be deleted, and a new line added using the stock code “GIFT CARD”. Select the “Stocked Line Information” box to the right of the Order Line and un- check the “Taxable” box.



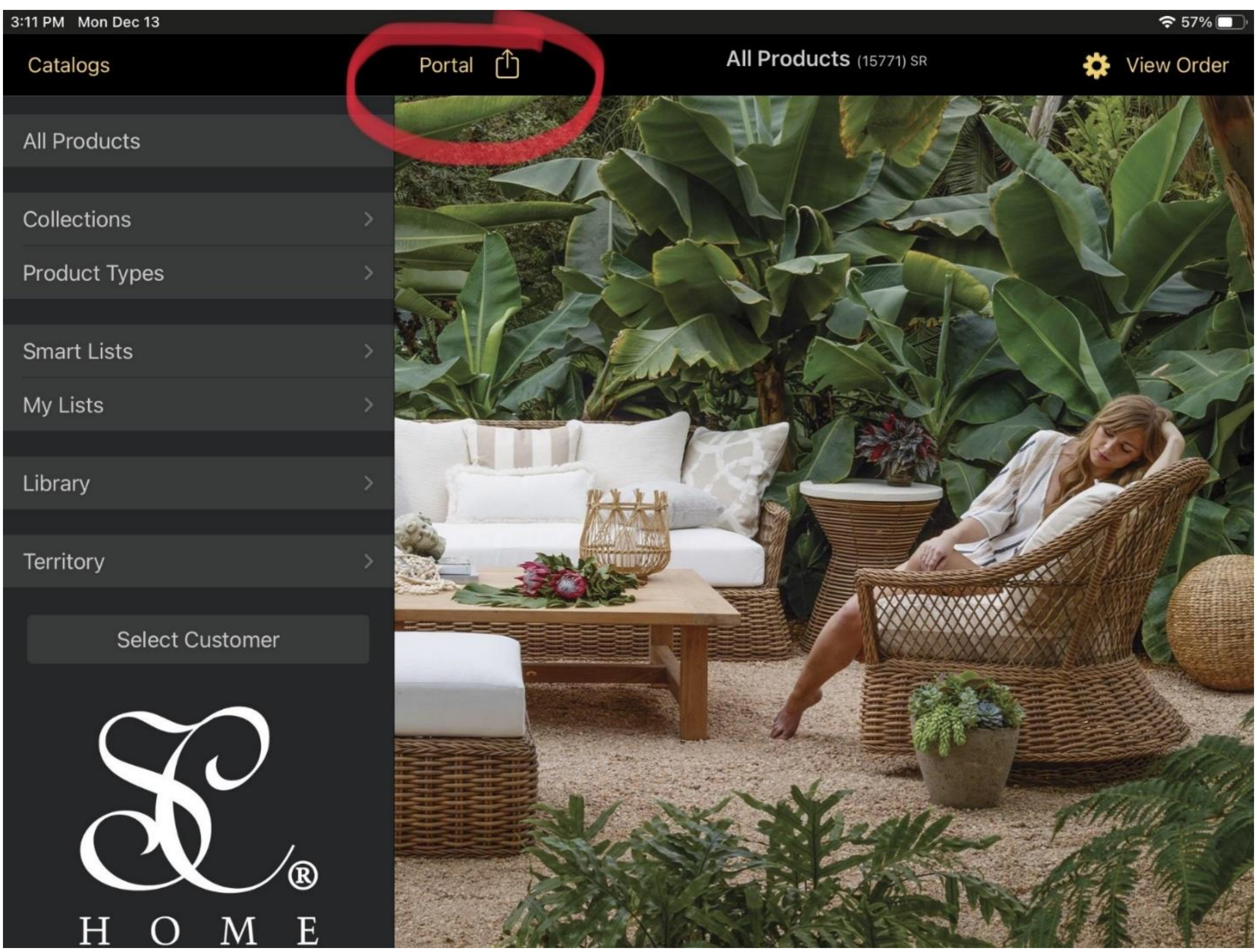
The customer will be charged tax when they use the Gift Card towards a purchase, and we do not charge the customer tax twice. Once the line is entered and save you will proceed with the order per the usual process. Gift Cards will be treated as a regular form of payment when applied to a customer order. You will select the “Gift Card” option when entering the payment.

RMA ENTRY/M-FILES/FSN PROCESS

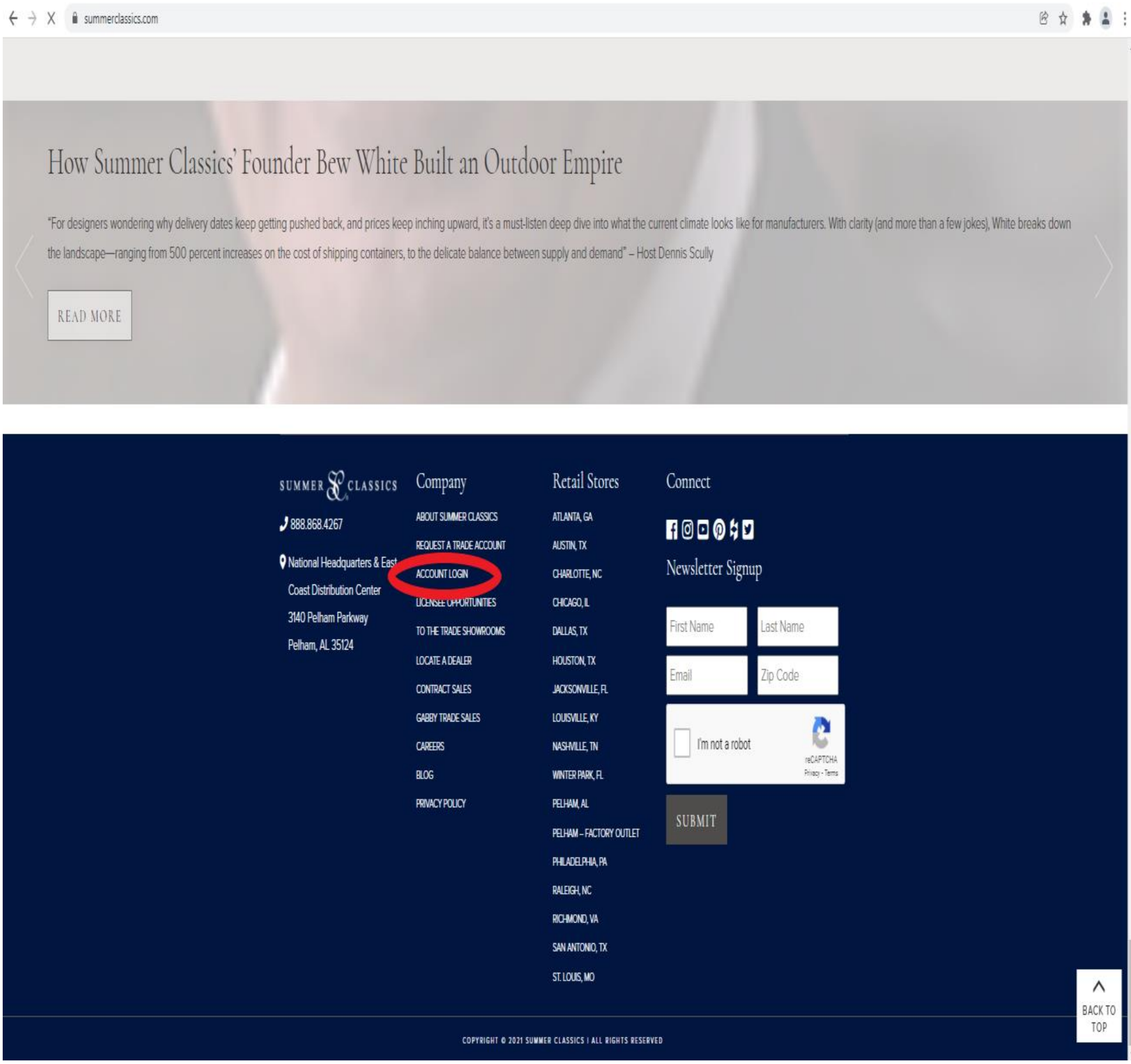
Look up original order and verify that the product falls within out warranty policy. You will submit your RMA request thru eCat and Retail RMA Support will reply with approval or denial. If approved, the store will create the RMA, Replacement Orders, and Credit Note.

SUBMITTING RMA REQUEST THRU ECAT

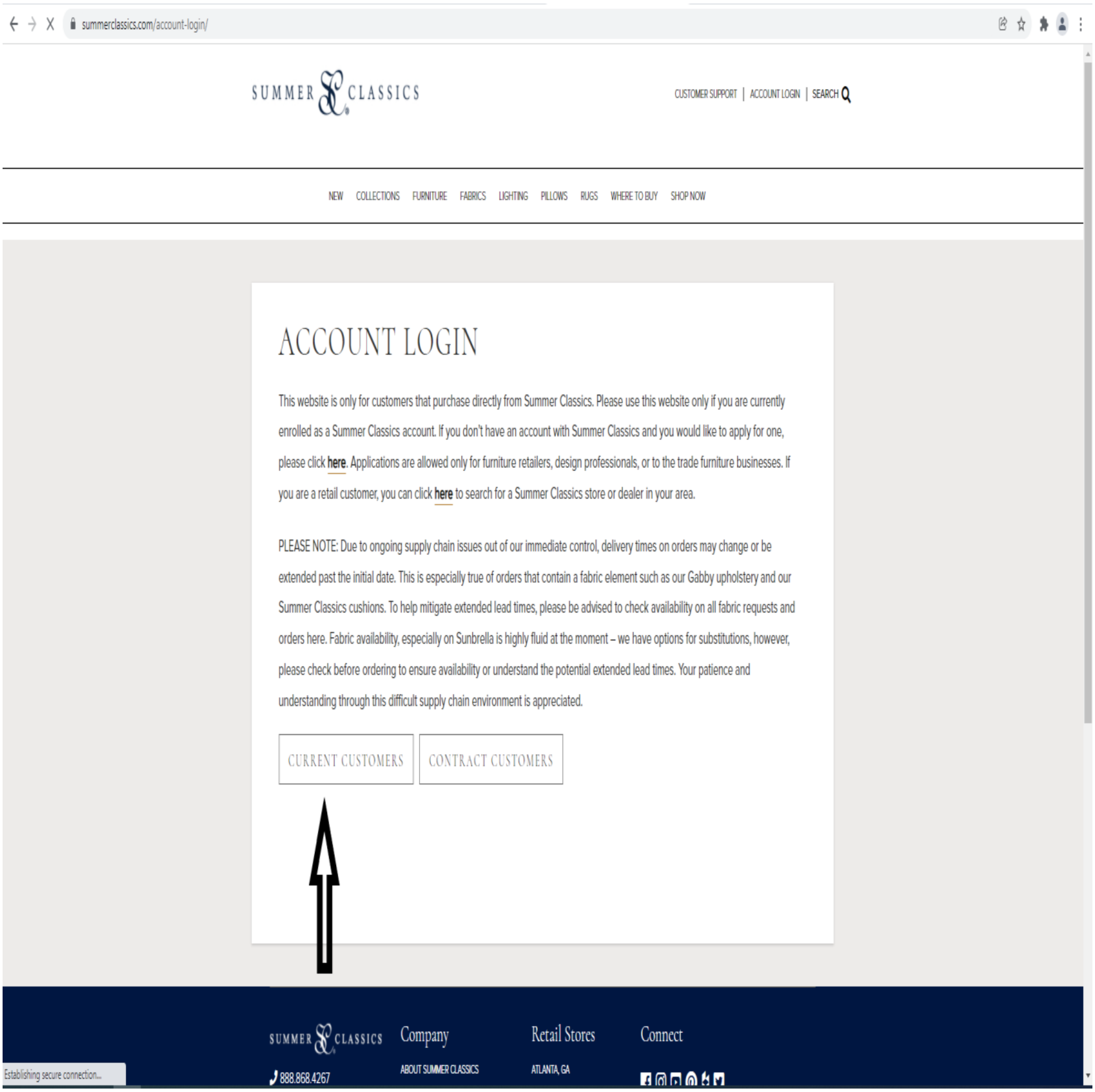
First you will need to load in to "the portal" or supercat solutions. To get into the portal on the ipad all you need to do is click on portal on the top left in ecat. It shouldn't ask for any credentials but if it does just use your ecat login information.



To login to supercat solutions you can go to www.summerclassics.com. From here you will click on account login on the very bottom of the page.

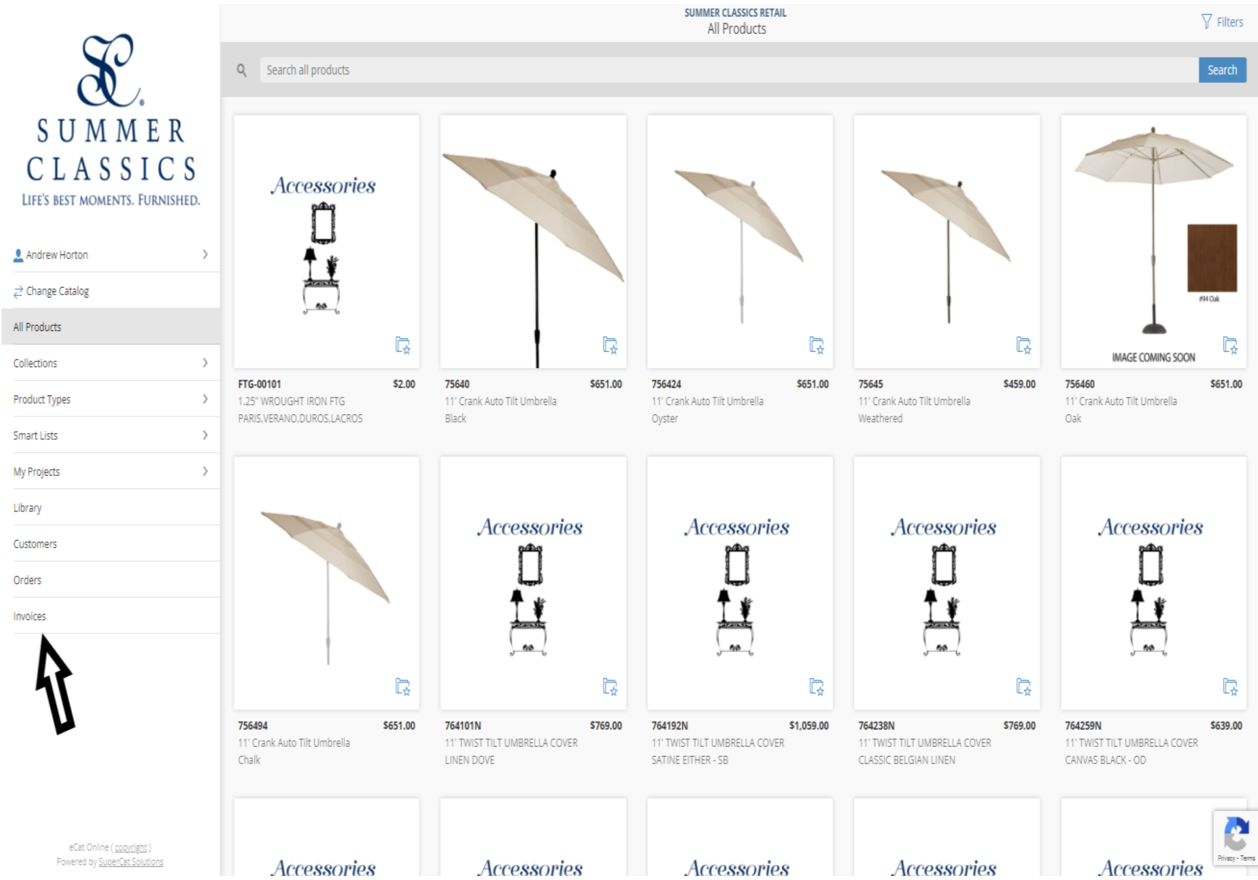


Once you have click account login you can proceed to click on current customer. This will then prompt you for your eCat login information.



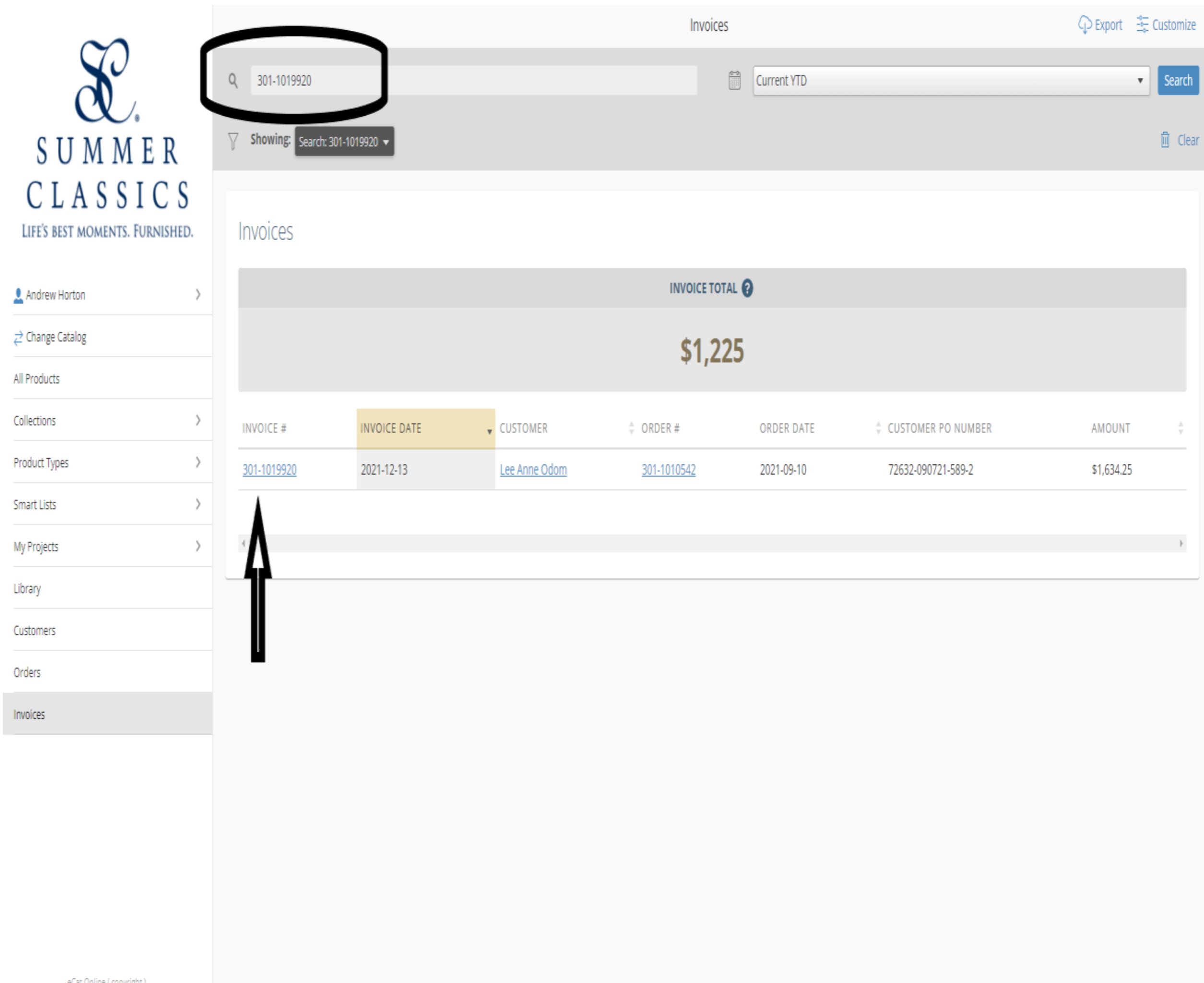
Once you have loaded into the "portal" or supercat solutions (this is the website on the desktop) you can now select "invoices".

SUMMER CLASSICS
HOME



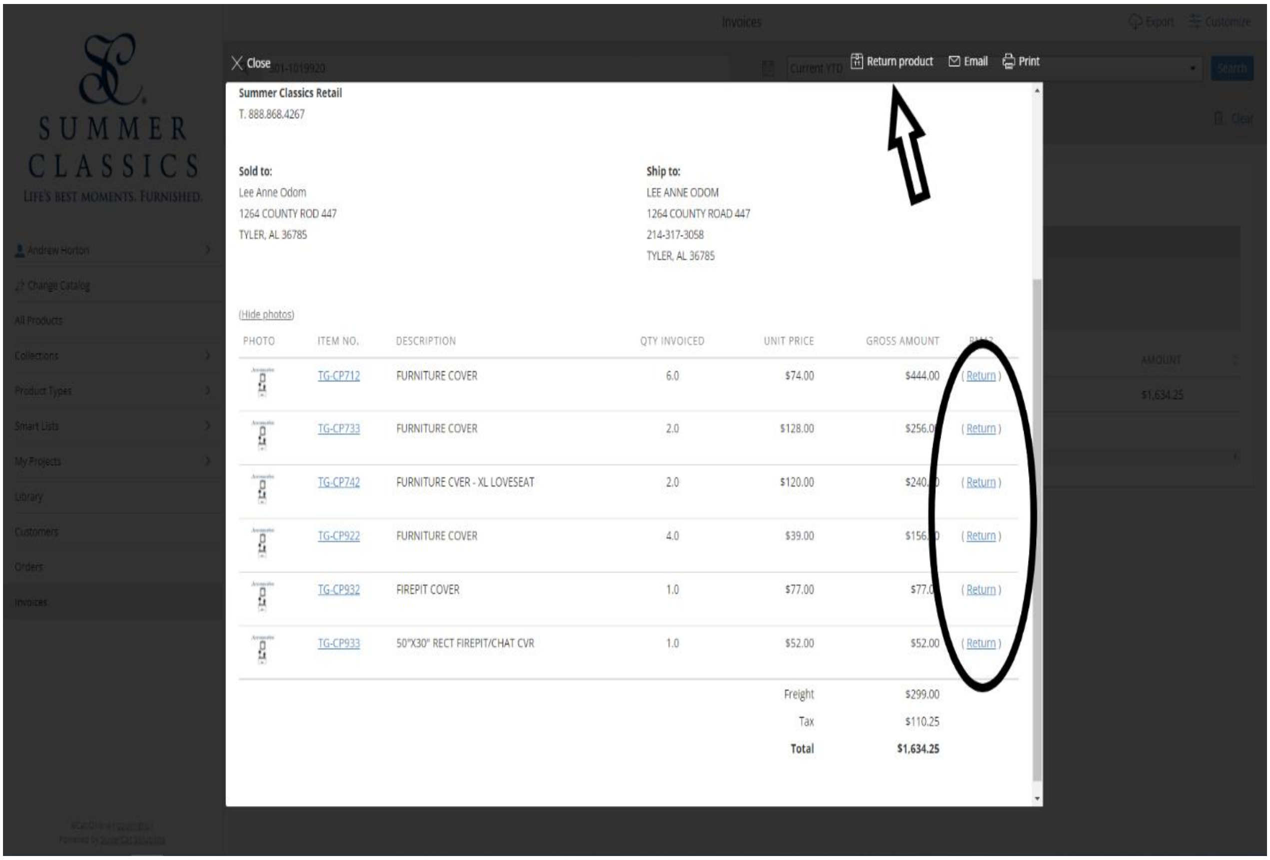
Now that you are on the “invoices” page you can search for the correct invoice. You can do this by typing in the invoice number (if you have the specific invoice number), sales order number, ecat reference number, customer name, or customer account number. Once you have found the correct invoice, click on the invoice number highlighted in blue.

SUMMER CLASSICS HOME



After you have clicked on the invoice number the order will pull up. From here please click on “return product”. This will put a return button next to all items on the order. Click on the return button next to the product you would like to RMA.

Note: you can only do one product request at a time. Unfortunately, you cannot request multiple pieces at the same time



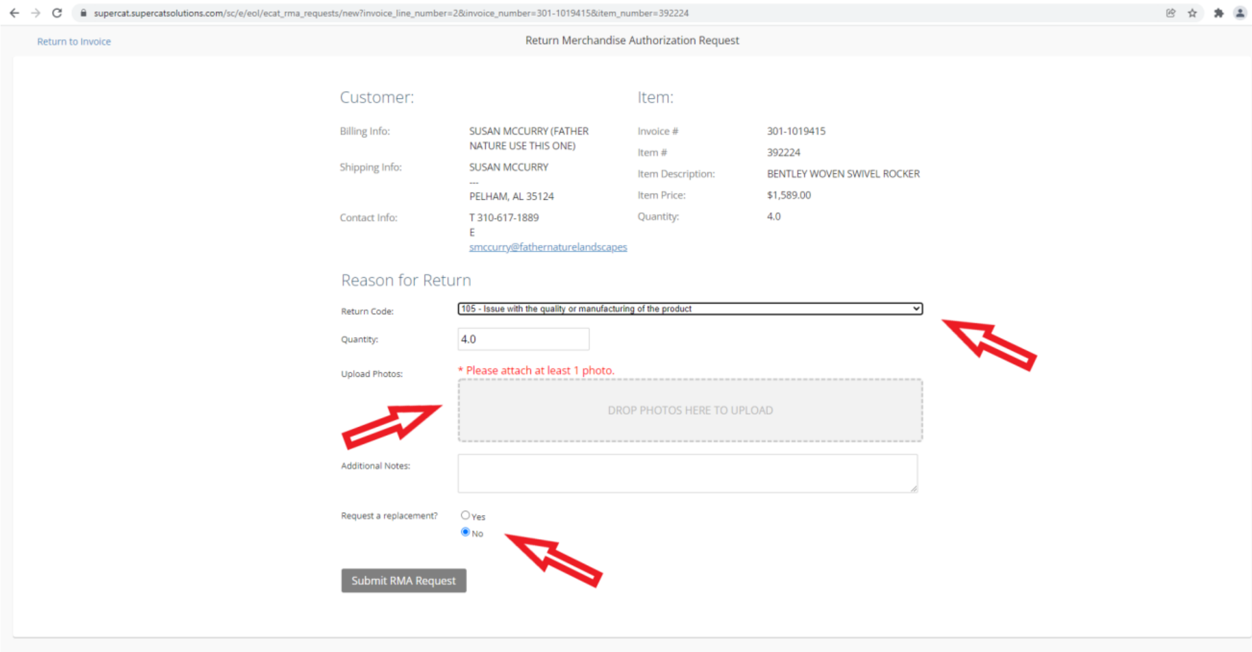
You will now find an RMA request page. Make sure all the fields are correct on the customer area.

You will fill out the reason for return area. Please select from the drop down the reason for RMA.

Put the quantity of the returned product in the "quantity" field.

Some of these reason codes will ***require*** a picture for the RMA (*multiple pictures are allowed*). Once you have attached the pictures you may then select if a replacement is needed or not.

Select "Submit RMA Request"



Once submitted an email confirmation will be sent you your email as well as store support. From there they will run the approval process for the RMA. Below is a completed request that was sent via email.

Your return request has been submitted successfully.
Notes: TEST RMA REQUEST FOR TRAINING DOC
Return Code: 108 (Duplicated or Order Error)

Reference #:
68646-20211213-633208
Date:
2021-12-13 21:43:39 UTC
Invoice #:
301-1019920
Item #
TG-CP712

Ship to:
1264 COUNTY ROAD 447
214-317-3058
TYLER, AL 36785
Quantity:
6
Replacement:
No

Submitted by
Name:
sc-andrewh
Email address:
AndrewH@summerclassics.com
Contact #:
(205) 358-9200

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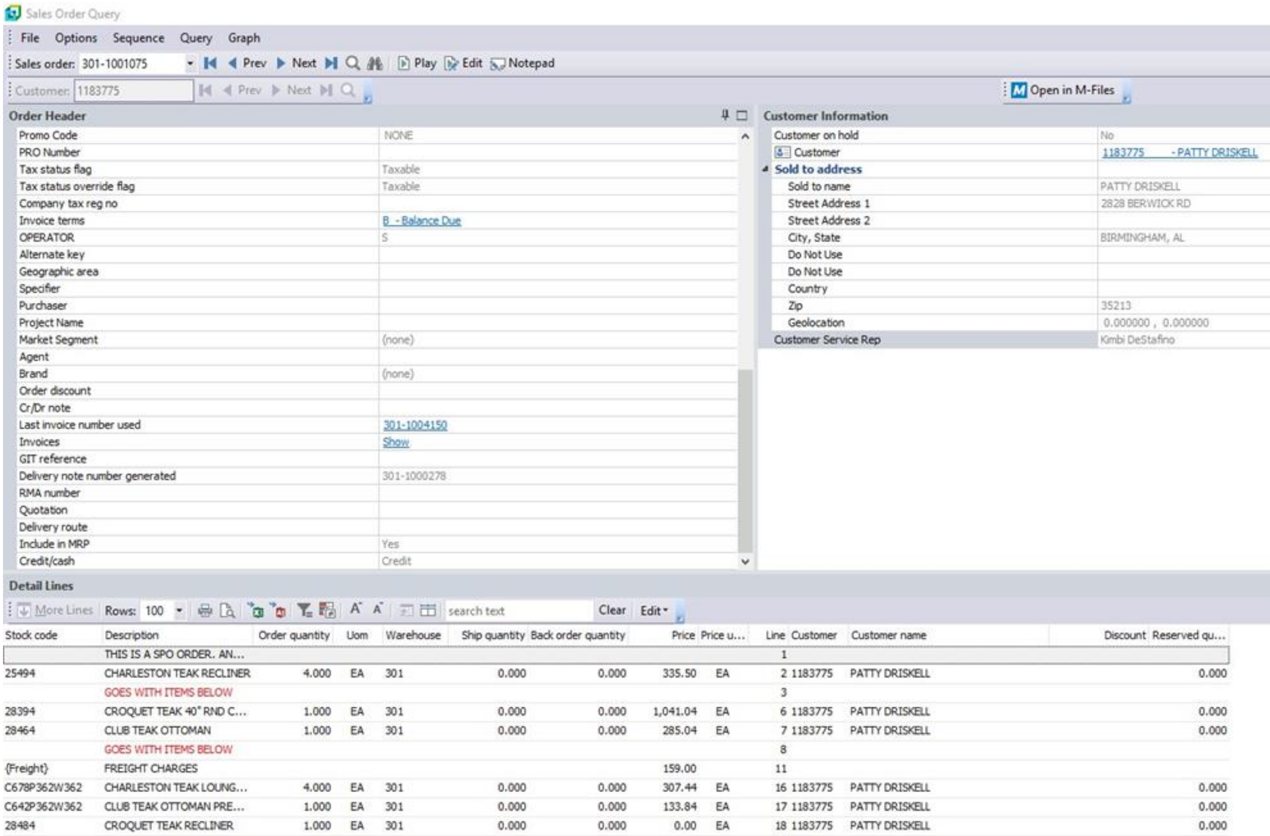
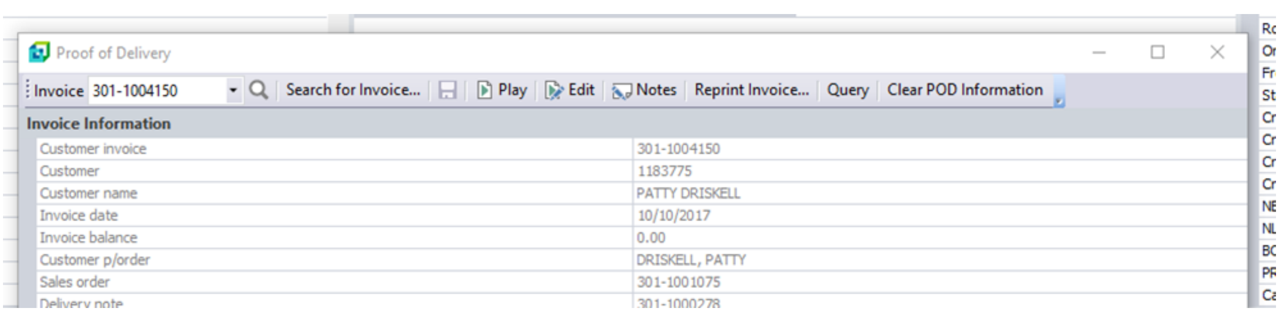
powered by:

RMA ENTRY PROCESS IN SYSPRO

In Syspro, open "Sales Order Query" and enter the sales order number from the original order. Scroll down the left side of the screen under "Order Header" and select "Last Invoice Number Used".



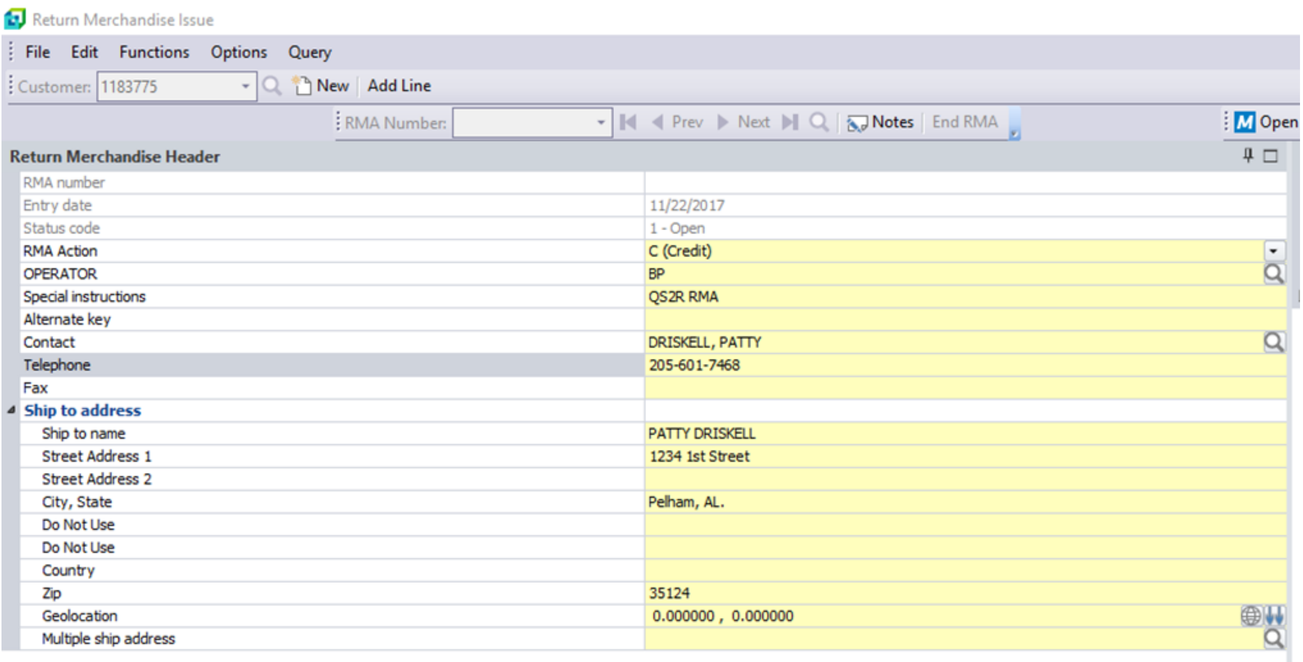
A "Proof of Delivery" box will appear. Select "Reprint Invoice" and print a copy of the invoice. Also print the RMA form sent to Store Support.



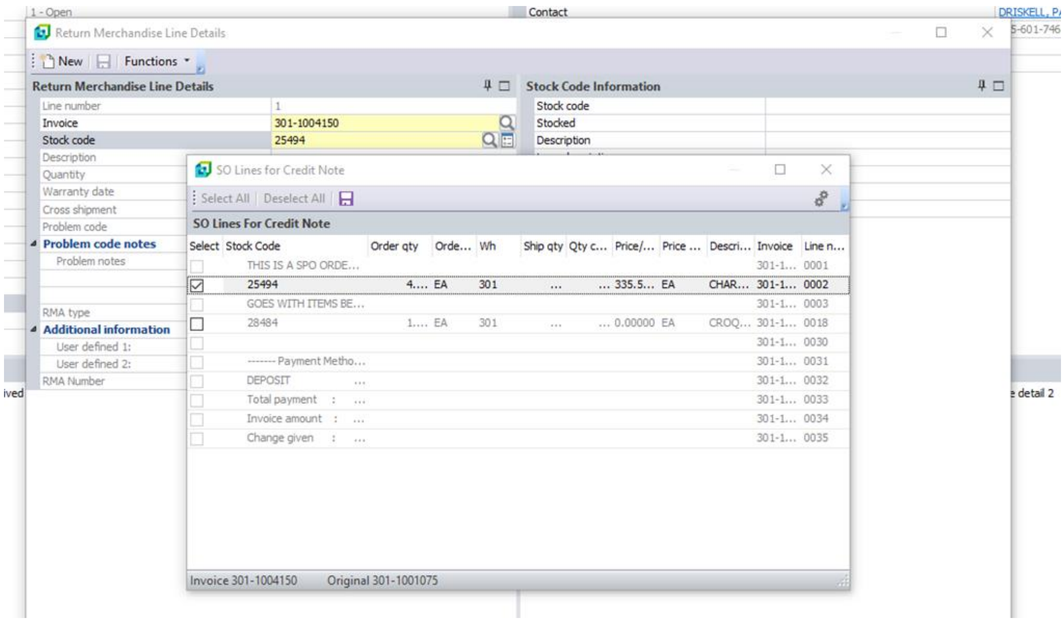
In Syspro, open "RMA Issues and Receipts". Enter Customer ID # from invoice. Select the drop-down menu on "RMA Action" line and choose (C)Credit, (D)Destroy, or (R)Return.

Credit is for merchandise you want to sell at a discount in your store.
Destroy is for merchandise that cannot be sold in the store.
Return is for merchandise you want to ship back to MN for inspection.

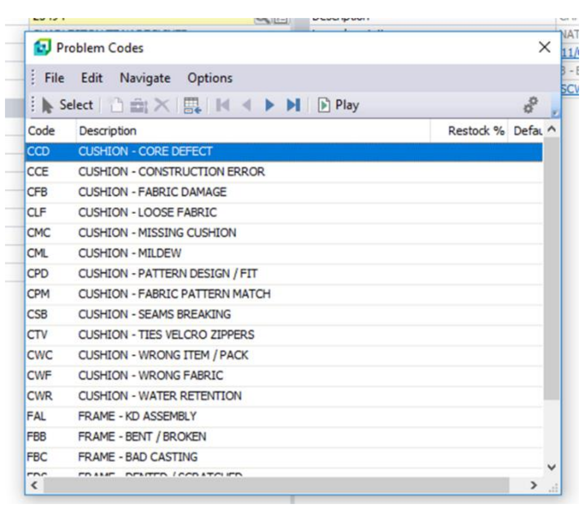
Select the Magnifying glass on the “Operator” line and select your name. Tab to the “Special Instructions” line and enter “QS2R RMA” (Quick Ship to Release). Verify that customer address and phone number are correct then press “Enter”.



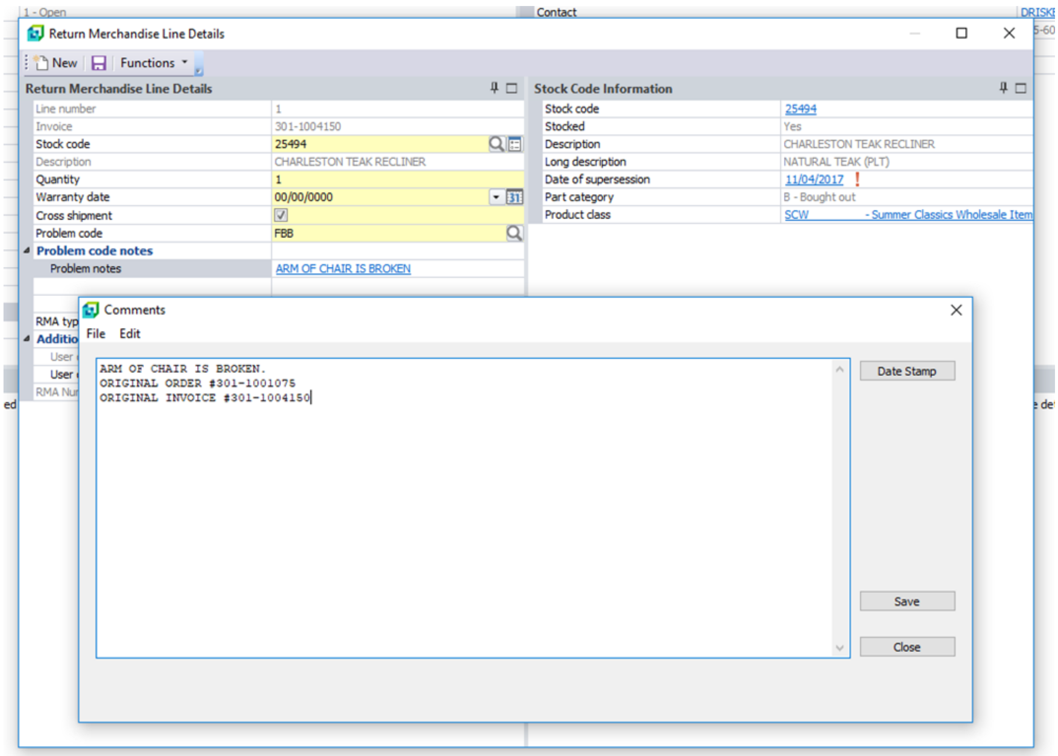
“Return Merchandise Line Details” box will appear. Fill in Invoice # then press “Enter”. Select magnifying glass on “Stock Code” line and select stock code for RMA item and Save. You may only enter one stock code at a time if there are multiple line items from the same invoice. Tab down and enter Quantity on “Quantity” line. Select “Cross Shipment” box. This means MN is shipping a replacement.



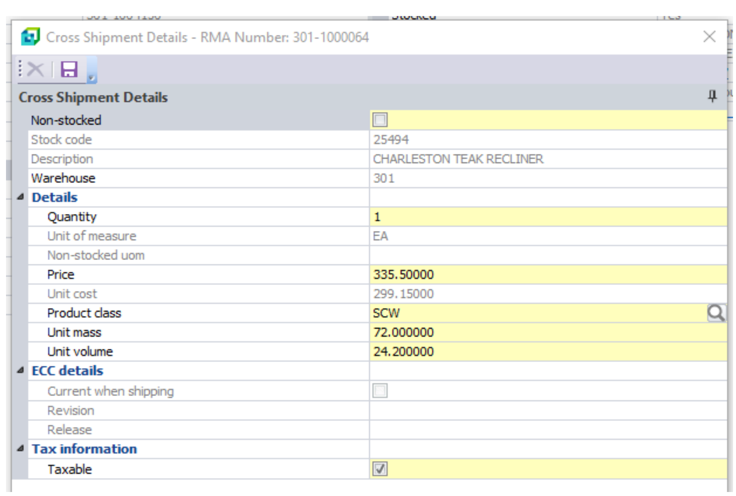
Select "Problem Code" magnifying glass and select the problem that best described your RMA item.



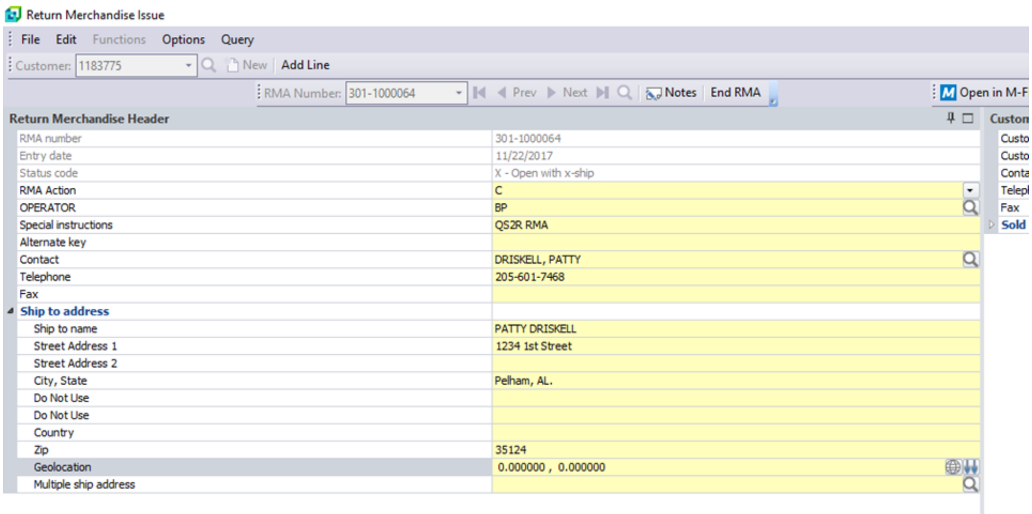
Tab down to "Problem Notes" line and click to add notes. Enter description of issue, Original Sales Order # and Original Invoice # then "Save".

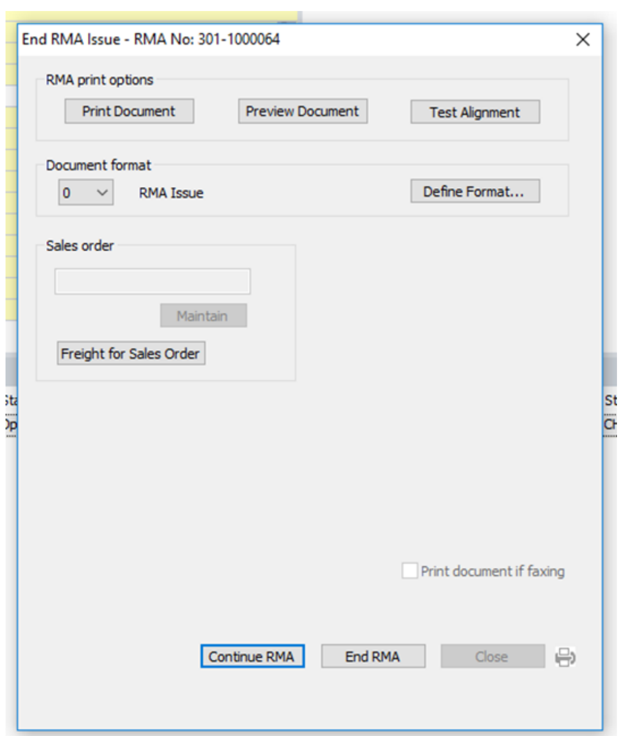


Select “Save” again once returned to “Return Merchandise Line Details” box. The “Cross Shipment Details” box will appear. Tab down the entire “Cross Shipment Details” box until everything changes to black and press “Save.”



You are returned to the "Return Merchandise Line Details" box and can follow the same process for a second line item if needed here. If you only have one line item to RMA off the invoice, close the box. Select "End RMA". A new "RMA Issue" screen pops up, select "Print Document" then select "End RMA" again.

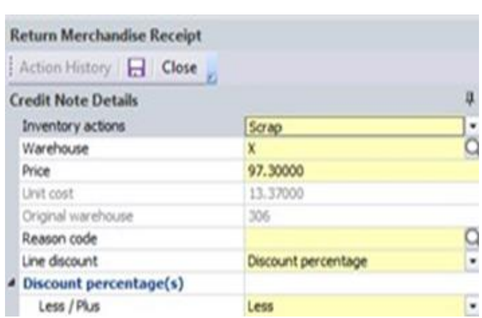


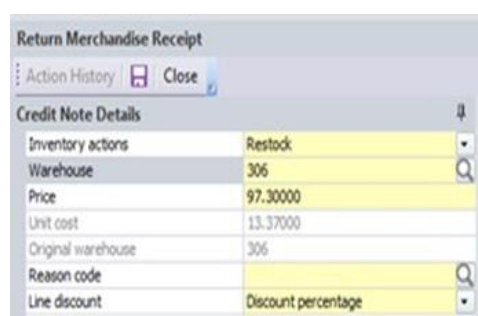


Stay in "Return Merchandise Issue" screen. Select "Function", "RMA Maintain", and enter the RMA # from the acknowledgement that you just printed and "Enter". Right click on the line and select "Receipt Line."

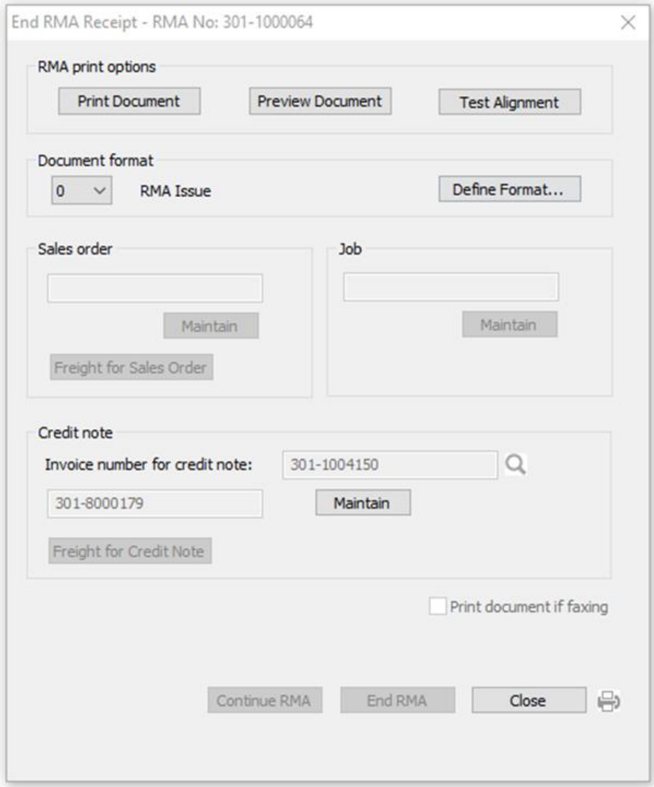
Enter the quantity of RMA item on "Quantity Received" line. Tab down and enter "Credit" for credit being issued on "Action" line. Select "Save" then "Yes" when the "RMA Receipt" box pops up.

Return Merchandise Receipt screen will appear, and you will enter Credit Note details. If processing as <u>Destroy</u> (beyond repair and not sellable), select <u>scrap</u>. If processing as <u>Credit</u> (returning to store to sell at discount), select <u>restock</u>. If processing as <u>Return</u> (return to MN to be inspected), select <u>repair</u>.

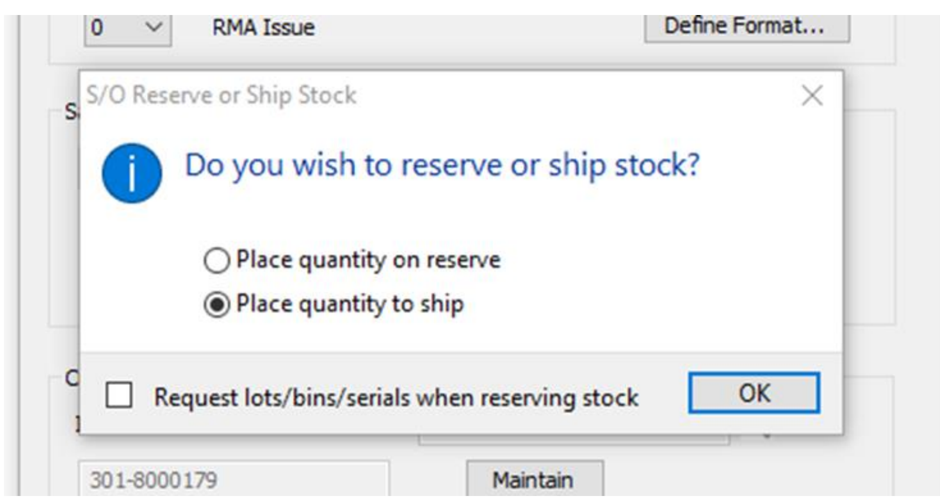




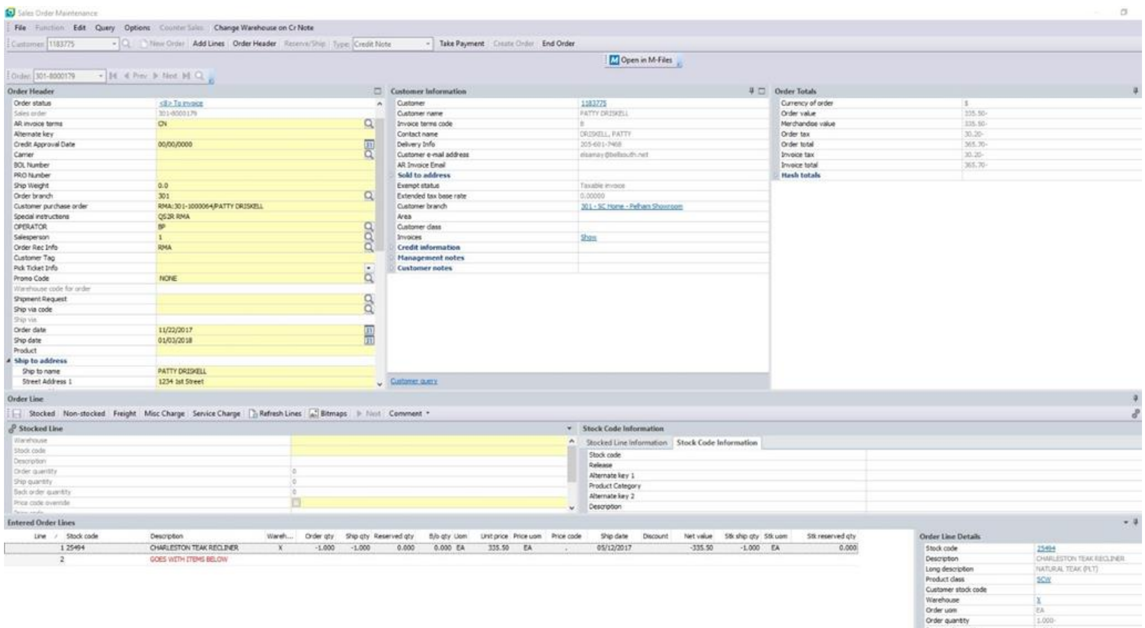
The warehouse line should be an X if you are using the Scrap as shown in box 1 and box 2. The Store Number is used if you use the Restock action illustrated in box 3. Sometimes this is auto filled so you will need to make sure to check this for each line **Entered**. Save, "End RMA", then "End RMA" again. The "End RMA Receipt" box will remain on the screen. Select "Maintain" to Open the Credit Note for your RMA.



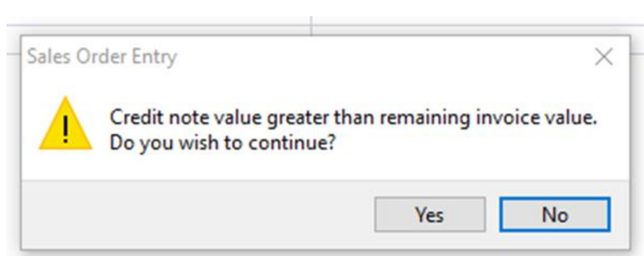
The “S/O Reserve or Ship Stock” box will pop up. Select “Place Quantity to Ship” then “OK”. This will open your new Credit Note in “Sales Order Maintenance”.



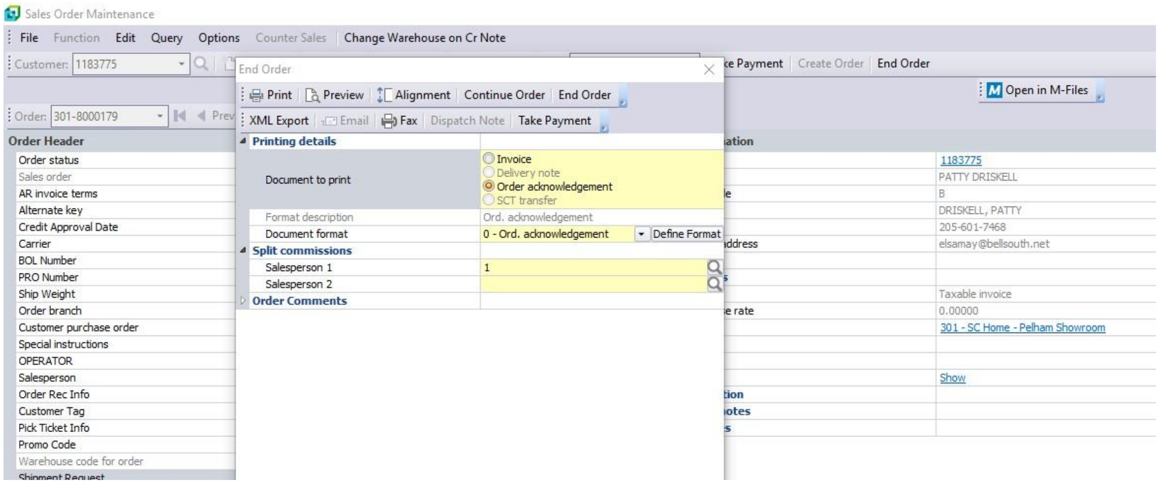
Once in the Credit Note add the customer's name beside the RMA order # on the "Customer Purchase Order" line. Select the magnifying glass on the "Order Rec Info" line and select "RMA". Enter "None" on the "Promo Code" line. Enter "Complete" on the Shipment Request" line. Enter "No" on the "Print Pick Ticket Now" line. Enter Tax Code Information the same as all other store orders. Select "End Order."



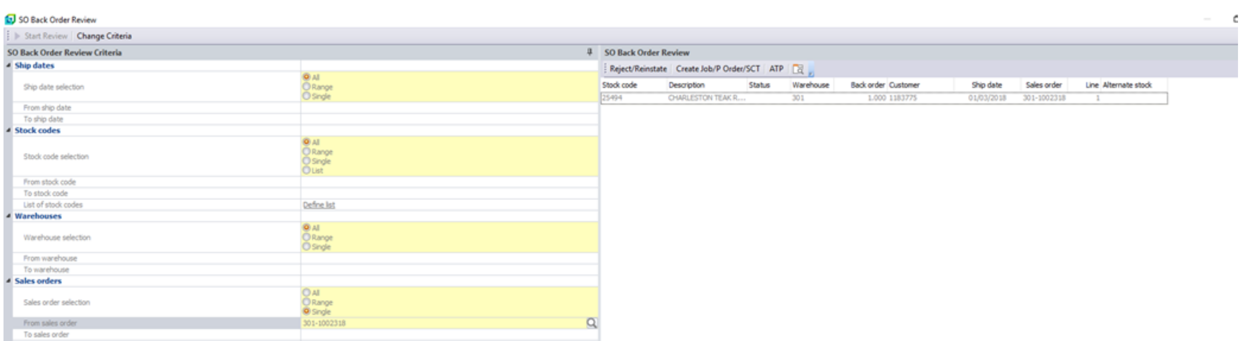
The Credit Note Value box will pop up. Select "Yes" then "End Order."



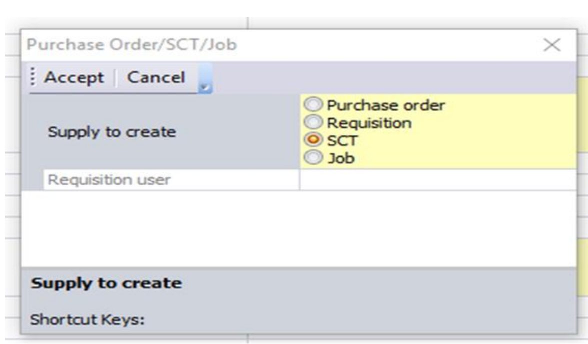
Select "Order Acknowledgement" in the "Document to Print" area then "Print". Exit "Return Merchandise Issue" program.



In Syspro, enter "Back Order Review". On the "From Sales Order" line, enter the Replacement Order # that is printed on the RMA Acknowledgement. Select "Start Review" and the replacement item will pull up on the right side of the screen.



Select "Create Job/Purchase Order/SCT" and the box will pop up. Select "SCT" then "Accept."



Tab down to the "Special Instructions" line and enter QS2R/Replacement Order #/Customer's Name. Select "Create SCT" then "Yes" when the "Create Supply Chain Transfer" box pops up. If you have multiple lines on your RMA follow the same steps again and select "Add to Existing SCT" box and enter the SCT number to add additional lines to. Select "Print" to print your Replacement Order SCT Acknowledgement. Exit Back Order Review.

Enter "Sales Order Entry", "Function", "Order Maintenance", and enter SCT #. Make sure the correct ship to information is entered into the "Order Header". If shipping directly to the customer enter their information. If shipping to the store enter store address. Enter "RMA" on the "Order Rec Info" line. Enter "Complete" on the "Shipment Request" line. Enter "No" on the "Print Pick Ticket Now" line. End Order.

Create a Customer Cover Sheet for your RMA and put the paperwork for the store level replacement order, store level credit note, and SCT order acknowledgement behind the cover sheet. Track these weekly with your regular open orders and request them the same as all other orders.

Attach your RMA Acknowledgement to the RMA Return Merchandise Form that you initially sent to Store Support for Approval. Add this to your Inventory Adjustments Binder for the current year. Enter the required information onto the RMA Tracking Sheet on the front page of the RMA section of the Inventory Adjustments Binder.

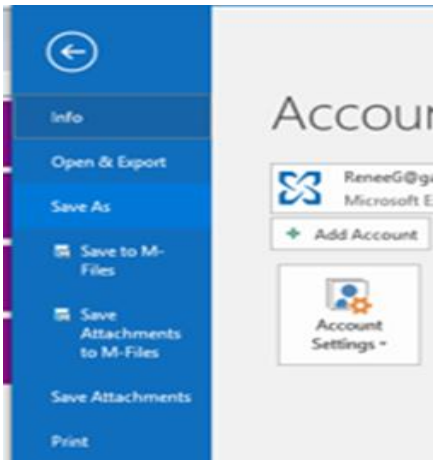
*You cannot enter an RMA for any orders that are still open. You must invoice the order first to proceed!

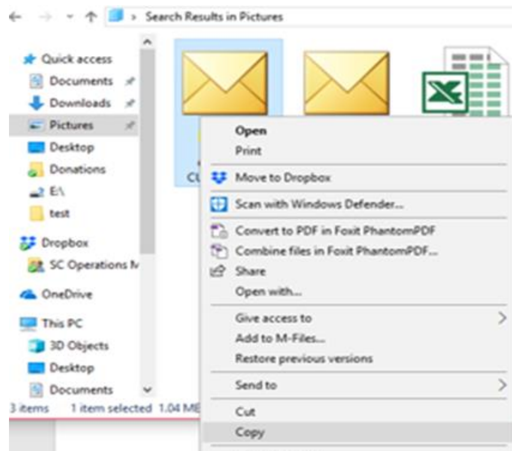
*Upload all RMA photos that were sent with the original RMA request to M-FILES on all RMAs. See "M-FILES" document for details.

M-FILES

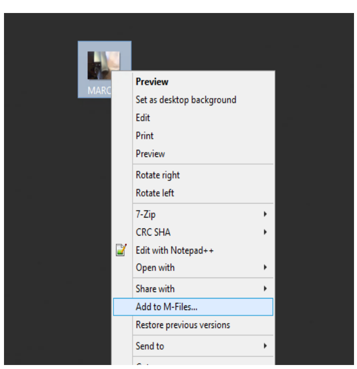
Currently, Retail is only using MFILES to upload RMA photos to their RMAs after they are entered into Syspro. Photos are required for every RMA for the QA team to see what went wrong and charge issues back to the factories. If you do not have a photo to enter in M-Files, please enter you RMA Approval Document.

Save the image for your RMA onto the Desktop screen in "Remote Desktop". To do this, go to Files and save to Pictures on your main desktop. Go to pictures and Copy the file and Paste on your Remote Desktop. This will need to be deleted once you have saved to M-Files.

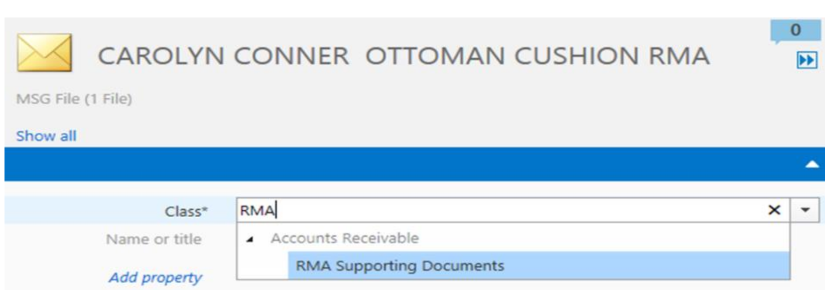




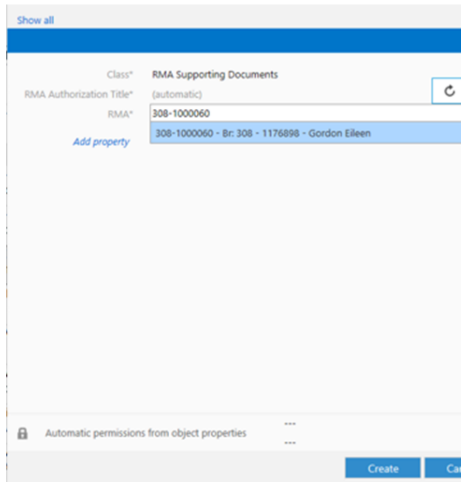
Right click on the picture and select "Add to M-Files". Once you click Add to M-Files you will see the screen below. Type in RMA where it says Class Hidden



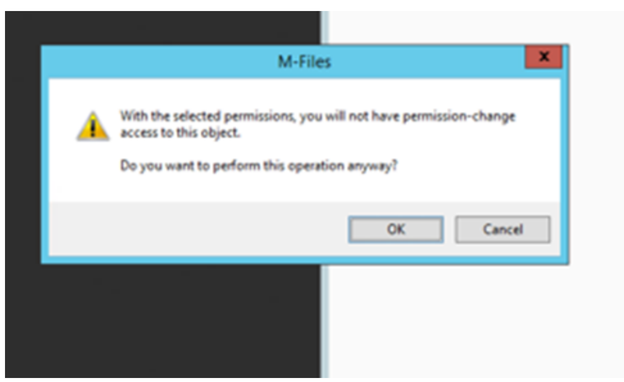
When you type in RMA you will see the RMA Supporting Document pop up. Click on that then select tab.



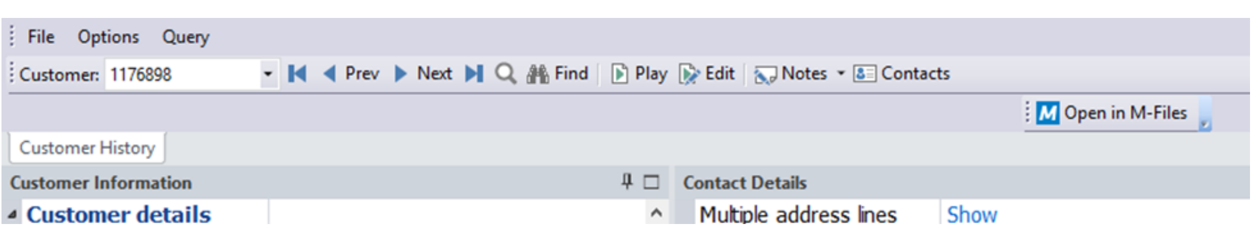
Put the RMA number that you have in the space that says RMA* and then the customer name will appear with the RMA number. Click on the name and click Create.



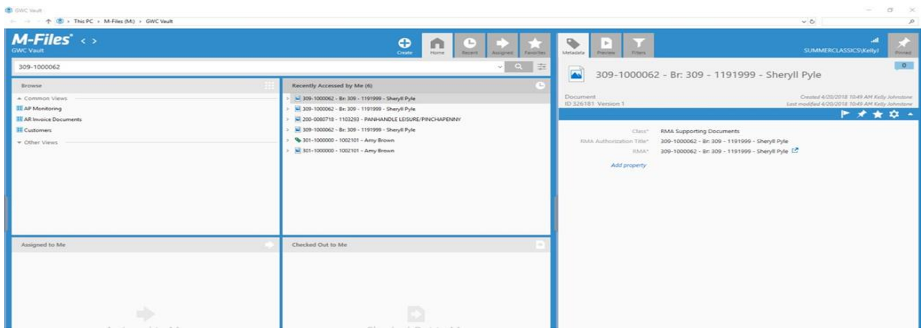
You will get a message that you will not be able to make changes to this object. Click OK.

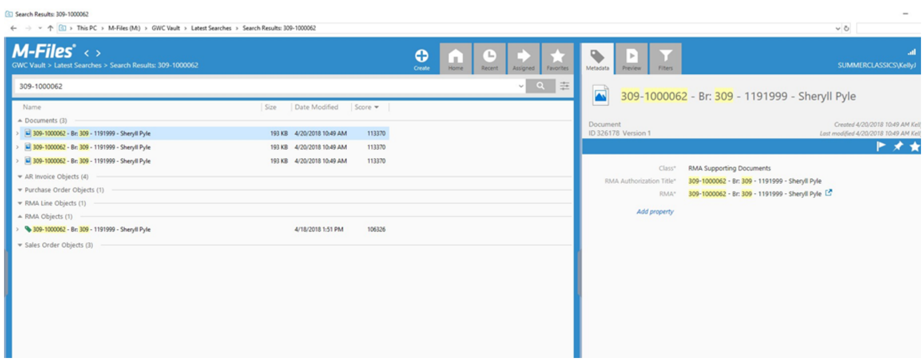


The RMA information will then be saved in the account for future use. To retrieve RMA information once it has been saved to M-Files you can go to RMA Query and enter the RMA number and click enter. After hitting enter, select the Open in M-Files tab see below.



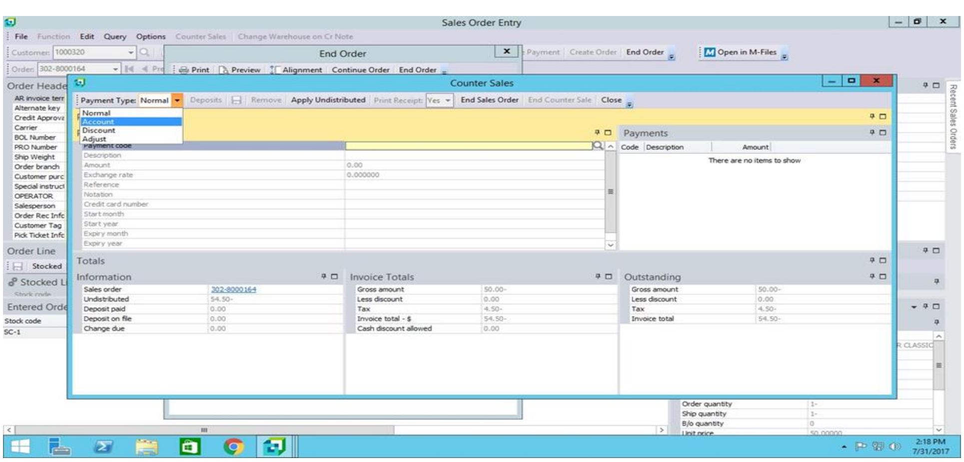
To view RMA photos, use M-FILES shortcut on Remote Desktop and search the RMA #. This will pull up the RMA information. Double-click on it to view the attached photo.





INVOICING RMA'S

Once the replacement is given to your customer, go into the Credit Note you created when entering your RMA. Select "Take Payment" and put refund "On Account". This will put credit onto the customer's account that you will transfer over to the new order to cancel the balance out.



Immediately after you process and close your credit note you will open your Store Level Replacement Order. Select "Take Payment" and follow the same steps shown above that were used in the Credit Note transaction and place the balance "On Account". This will pull the credit from the refund and apply it to the new order. This will also wash the customer account and eliminate the balance.

It is very important that these transactions are completed promptly and back-to-back once the customer has their replacement. Remember to treat these the same as your usual orders.

RMA ENTRY QUICK REFERENCE GUIDE

Gather the following information from the order:

Customer Number
Original Invoice Number(s)
Skus That Need to Have the RMA
Qty Of Each Sku That Need to Have The RMA
Address of Where the Merchandise Needs to Be Sent
Phone Number

STEP 1: Log in to Syspro

STEP 2: Go to RMAs Issues and Receipts

STEP 3: Enter the customer number

STEP 4: From the drop-down menu, select RMA action (credit, destroy or return)

STEP 5: Select your name from the operators list by clicking on the magnifying glass

STEP 6: In the special instructions field, type QS2R RMA

STEP 7: Fill in the correct ship to address (if it is going directly to the customer, make sure their address is filled in, if it is going to the store, make sure the stores address is filled in)

STEP 8: At the top, near the customer number, click add line

STEP 9: A pop-up box will appear that says, “return merchandise line details.” Fill in the original invoice number that is associated with the sku you need to RMA. Click the tab button so the rest of the box will open for entry. Enter the sku, qty and select the cross-shipment box. After you have selected the cross-shipment box, select your issue from the problem code box using the magnifying glass. After you have selected your problem code, click the “click to add notes” line in the problem notes box and enter the following information: original sales order number, original invoice number and the description of the issue(s), click save.

STEP 10: Click the save icon at the top of the “return merchandise line details” box and click “ok” to save the line from the next pop-up box that appears

STEP 11: The cross-shipment box will appear, click the tab button until the qty line opens up to allow for entry, this should auto populate the correct amount to ship, but please double check to make sure your qty is correct, then click save at the top of the cross-shipment box.

STEP 12: The “return merchandise line details” box will appear, if you have another sku from the same invoice, enter it now and follow the same steps from step 9.

STEP 13: If you only have one sku, click the red x on the top right corner to exit the “return merchandise line details” box and return to the main RMA screen. Write down the RMA number on the paperwork.

STEP 14: You will notice that your lines will appear under the “return merchandise lines” and the X-ship should have a “Y”.

STEP 15: At the top of the RMA screen, click end RMA

STEP 16: An "end RMA issue" pop up box will appear, click end RMA at the bottom of that box, then a sales order number will appear in the sales order field. Write down your sales order number. Click on the "RMA print options" and click print document and place with your paperwork, click close on the "end RMA issue" pop up box.

STEP 17: The screen will bring you back to the "return merchandise issue" screen and click on function, click RMA maintain, and enter the RMA number in the RMA field, then press tab.

STEP 18: Right click on your line item, click "receipt line" a "return merchandise receipt" box will appear below. Enter the qty, from the action dropdown, click credit then click save. A pop-up box that says "the sales order for cross shipment is still open. Continue?" Click yes. The screen will return you to the" a return merchandise receipt" box. Change the inventory action to the appropriate selection (restock, repair, or scrap). Click the save icon. **if you have multiple skus please ensure that the warehouse box is defaulted to "X." If it is not and reflects your store warehouse, please change to "X"!!

STEP 19: Click end RMA

STEP 20: The "end RMA receipt" pop up box will appear. Click end RMA at the bottom of the "end RMA receipt" pop up box and write down your credit note number (this number will start with 30X-8000XXX). Click print document and place with your paperwork.

STEP 21: After you print the credit note, click "maintain" next to the credit note number located in the "end RMA receipt" pop up box. An "so reserve or ship stock" pop up will appear and click "place qty to ship" then ok.

STEP 22: Fill in the header information

CUSTOMER P.O: CUSTOMER NAME AND RMA REPLACEMENT SALES ORDER NUMBER

ORDER REC INFO: MGMT

PROMO CODE: NONE

SHIPMENT REQUEST: Complete

CUSTOMER TAG: CUSTOMER LAST NAME AND SCT NUMBER (YOU WON'T HAVE SCT NUMBER; GO BACK IN AND FILL THIS OUT, THEN PRINT)

SPECIAL INSTRUCTIONS: QS2R RMA AND RMA #

SHIP VIA CODE: SELECT APPROPRIATE SHIP VIA CODE

ADDRESS TYPE: SELECT APPROPRIATE ADDRESS TYPE

DELIVERY TYPE: SELECT APPROPRIATE DELIVERY TYPE

DELIVERY INFO: TELEPHONE NUMBER (REQUIRED!!)

FILL IN **TAX INFORMATION** (THIS INFO MAY ALREADY BE FILLED IN)

PRINT PICK TICKET NOW: N

CLICK **"END ORDER"**

A "credit note value greater than remaining invoice value. Do you wish to continue?" Pop up box will appear. Click yes. Click end order again and print your order acknowledgment and place with your paperwork. This will take you back to the "end RMA receipt" pop up box, click close.

STEP 23: Exit RMA issues and receipts

STEP 24: Go into back-order review and order as usual. Write down your SCT number

STEP 25: Maintain credit note, sales orders, and SCT as usual. Print all order acknowledgements. When doing SCT and sales orders, input the values listed above under the credit note stuff from step 22 *when maintaining, be sure to change "salesperson" to 1 if not already defaulted!!*

FSN PROCESS

If an item that needs to be RMA' d can be repaired versus replaced, then we will use our FSN (Furniture Solutions Network) route. Store Support will determine the action, and once you have approval/next steps, you will submit a work order. Please follow below steps, but you need to remember that we only have ONE portal for the whole company, so please do not change any credentials!

ACCESSING THE SYSTEM

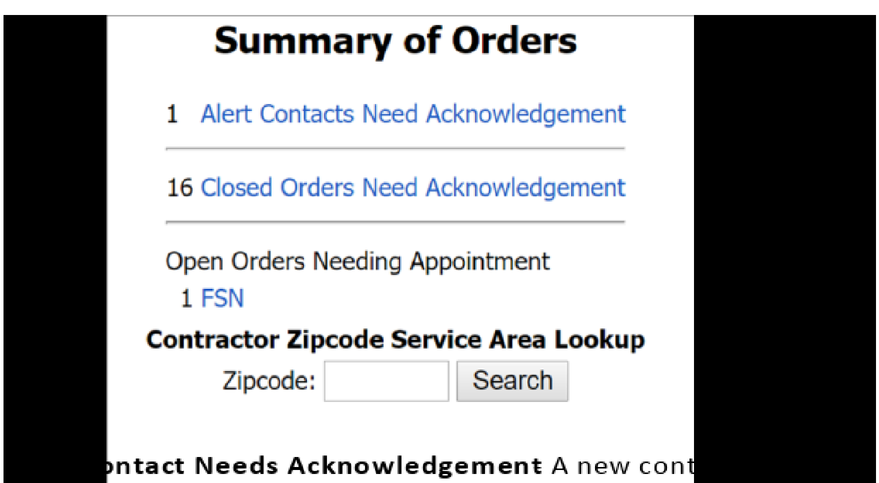
www.ServiceOrderSoftware.net or www.fsnpro.com > click on DEALER LOGIN

Enter your User ID and Password

User ID: 7989
Password: Summer2021

SOS (Service Order Software) Summary

All blue text is clickable and requires action from your team



After you have clicked on the text, the required action will disappear and indicate that you acknowledged the action.

Closed Orders Need Acknowledgement - After clicking on ACK, acknowledging that you viewed the alert, it will disappear from the summary screen.

Opened Orders Needing Appointment - Pending appointment date.

Contractor Zip Code Service Area Lookup - Enter any zip code nationwide and see if we have technician coverage available. If the results show zero technicians available, send a Contact via SOS, to have us research if we have a technician able to travel to that area for a fee.

SOS QUEUES

Add – Add new work order
Summary – Brief recap of activity in progress
Contacts –All customer documentation (notes)
Search – Search for current or past work orders
Open – All open work orders
Closed – All closed work orders
Acknowledged – Submitted work orders received and acknowledged by FSN
Appmnt Calendar – Scheduled work orders
Parts – NA
Reports – Reports for your use
Contractors – NA
Dealers - NA
Contact Memos - NA
Change Password – Update password
Contractor Billing – Review invoices
Inv PrintLog - NA
Users – Add more users to your account
Info – Your account information

Located on the left side of your screen. SOS is a proprietary system. All queues may not be available or pertain to your service account.

SUMMER CLASSICS
HOME

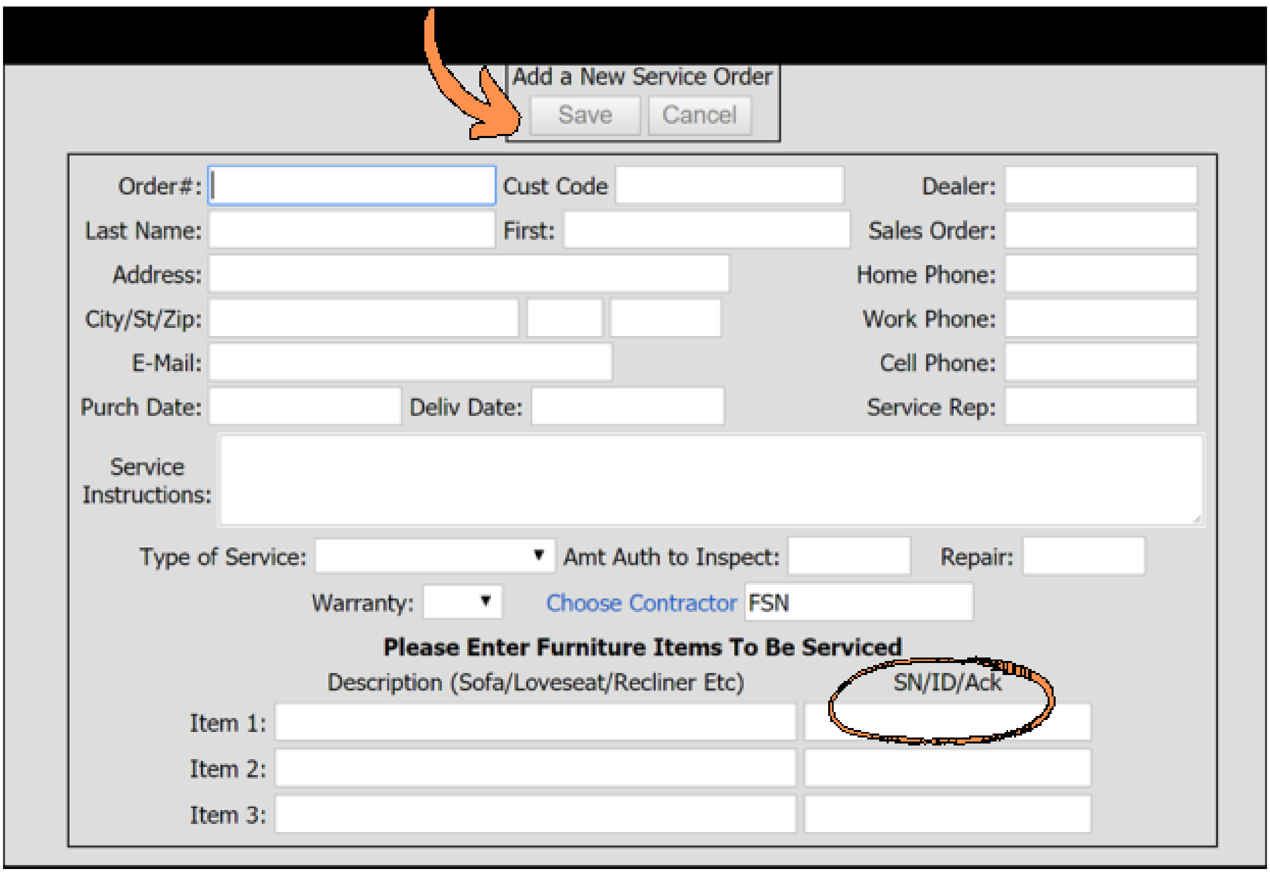
ADD A NEW WORK ORDER

On the toolbar click **ADD**

Reporting is available. Enter as many fields as possible. The more information you provide, the more detailed your reporting will be. ITEM is the product needing service (Queen Sofa; Luonto Pull Out, etc.)

SN/ID/Ack: Please note, the SKU number must be entered in this field.

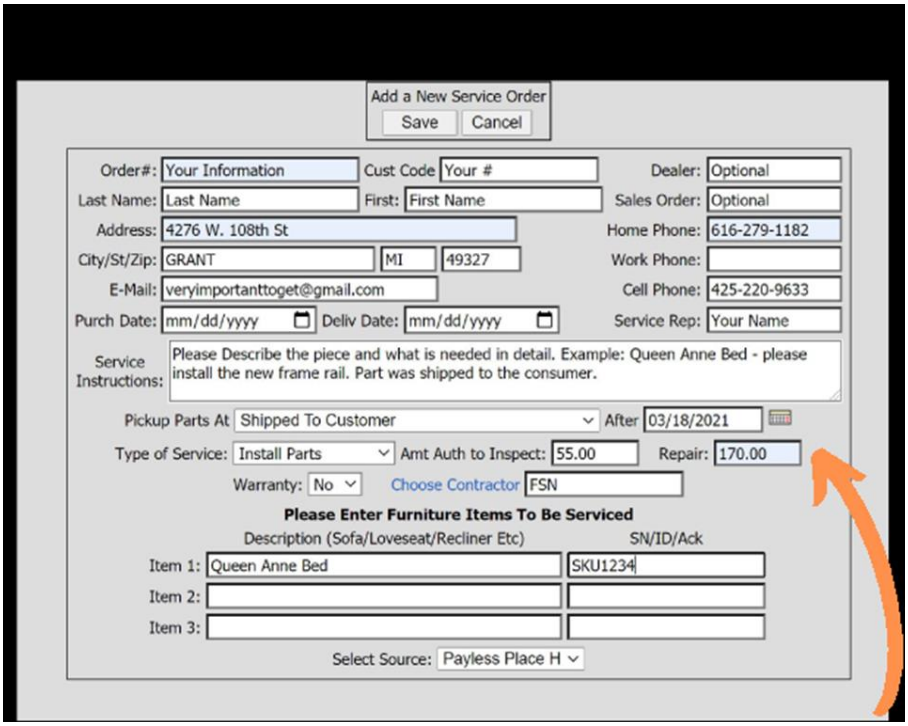
After entering all information click Save



ENTERING A WORK ORDER EXAMPLE

Order # - Work order or invoice # Purchase Date – Opt.
Cust Code – Opt. Delivery Date – Required
Dealer – Your store # Service Rep - Employee submitting work order
Sales Order - Opt. Service Instructions – Required
Name – Required Amt Auth. to Inspect – $55

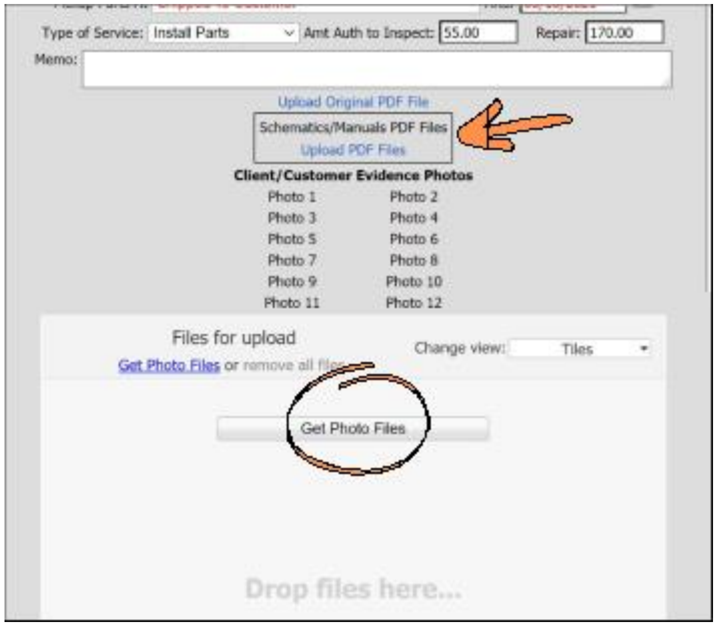
Address – Required   Amt Auth. to Repair – $85



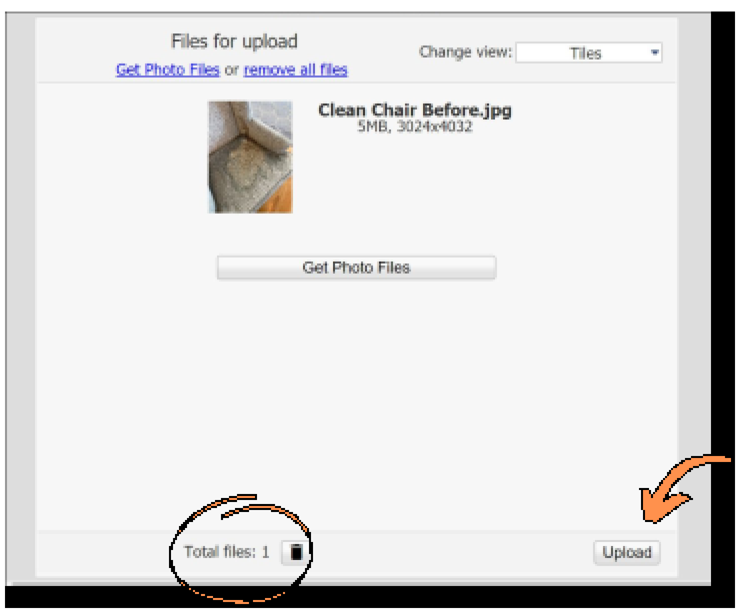
If you think the job exceeds the standard authorization amount, you can adjust the fees here.

Technicians do not have visibility to these fields. This allows the FSN management team to authorize additional amounts if needed, leading to more "first-visit" completions.

You also have the ability to upload Schematics/Manuals PDF files.
Upload your photos by clicking on the Get Photos File button or by dragging your files into the light grey area. SOS accepts JPG and PNG file types.

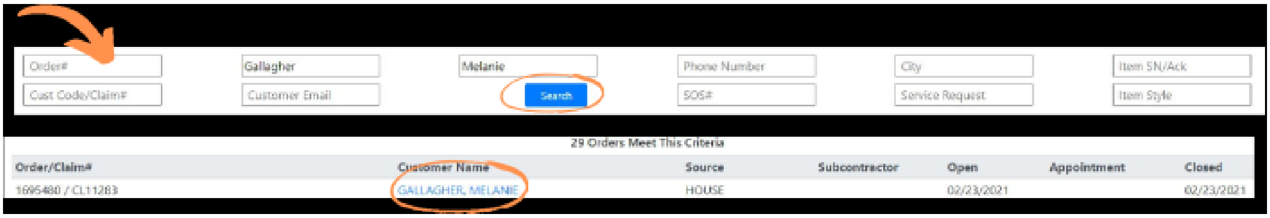


When your upload is successful, a thumbnail will be displayed. At the bottom of your screen, you will see Total Files as well. When all of your files have been uploaded, click on Upload button.

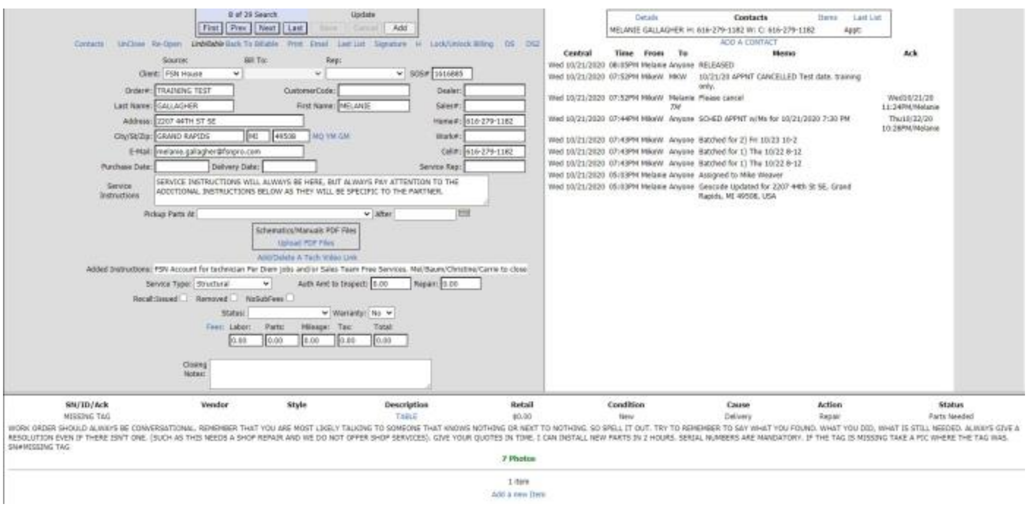


SEARCHING FOR A SPECIFIC WORK ORDER

In the Search Bar, use your customer information to look up the work order and click on the Search button. Click on the Customer Name to open their work order.

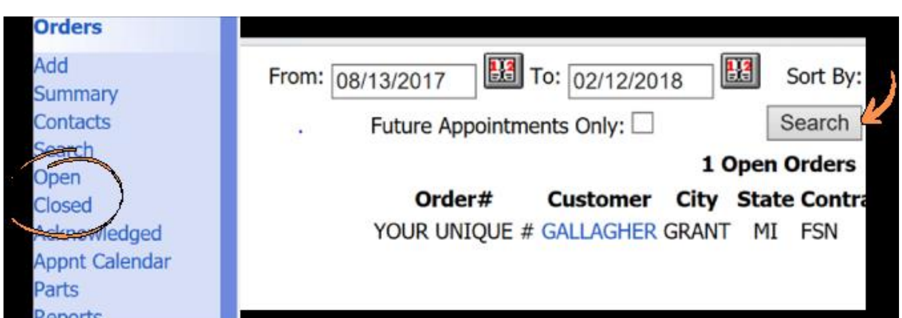


The work order information will be displayed on the left and the Contacts on the right.



OPEN/CLOSED WORK ORDERS

Open and Closed queues from the toolbar allow you to sort by date and view work order status. Filter by date range and click on the Search button.



SUMMER CLASSICS HOME

APPOINTMENT CALENDAR

This calendar shows your monthly scheduled appointments. The blue text is clickable and shows detailed information for the specific appointment.

2018 April Appointments for: FSN ▾

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3 1	4 1	5	6 1	7 1
8	9 1	10	11 1	12	13 1	14
15	16	17	18	19	20	21
22	23	24 1	25 1	26 1	27	28
29	30					
Previous Month				Next Month		

FSN SUPPORT

SOS Help Desk

clientservices@fsnpro.com
877-844-1813

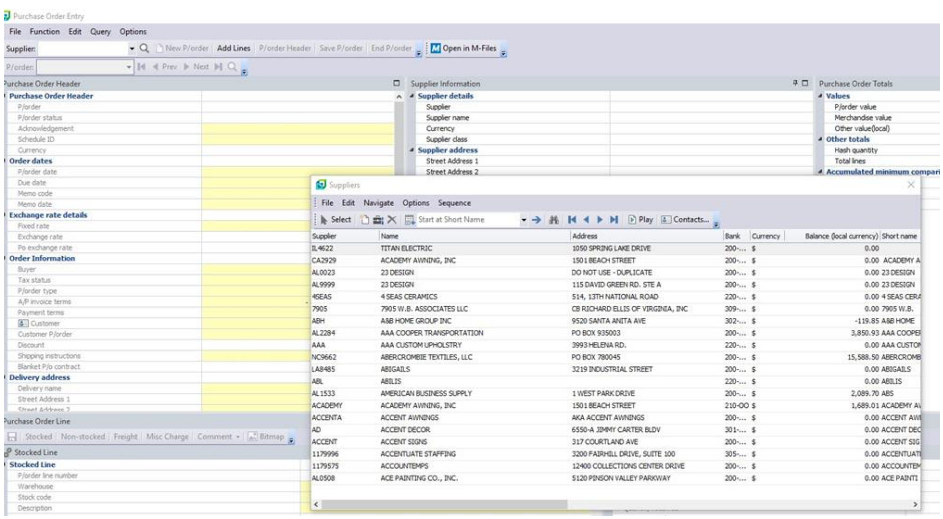
Business Development & Client Services

Jason Baumgartner: jason.baumgartner@fsnpro.com
Melanie Gallagher: melanie.gallagher@fsnpro.com
Christine Diercks: christine.diercks@fsnpro.com

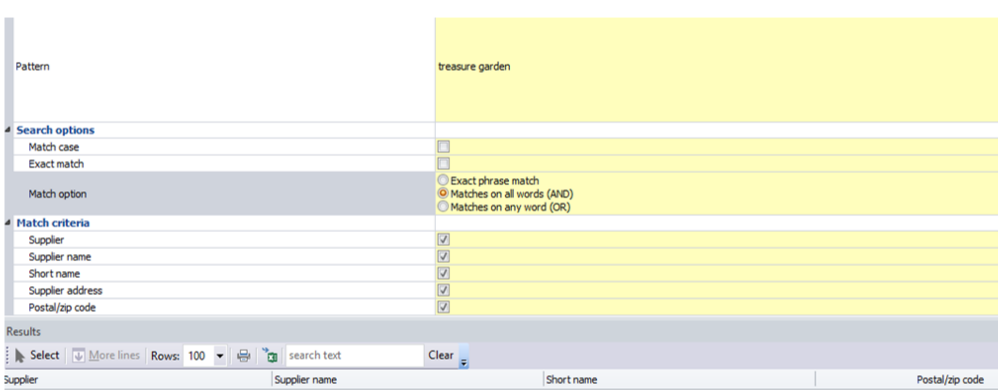
PURCHASE ORDER ENTRY

You will use purchase order entry when submitting a vendor order (Tuuci, Treasure Garden, Jaipur, etc.). The only exception is that Store Support will submit everyday accessories for you (candles, books, etc.).

In Syspro, enter "Purchase Order Entry." Select the magnifying glass next to "Supplier" and a new Suppliers box will pull up. Select the binoculars icon.



Enter the name of the vendor you are placing an order with and then select the "Matches on all Words" option and select "Find."

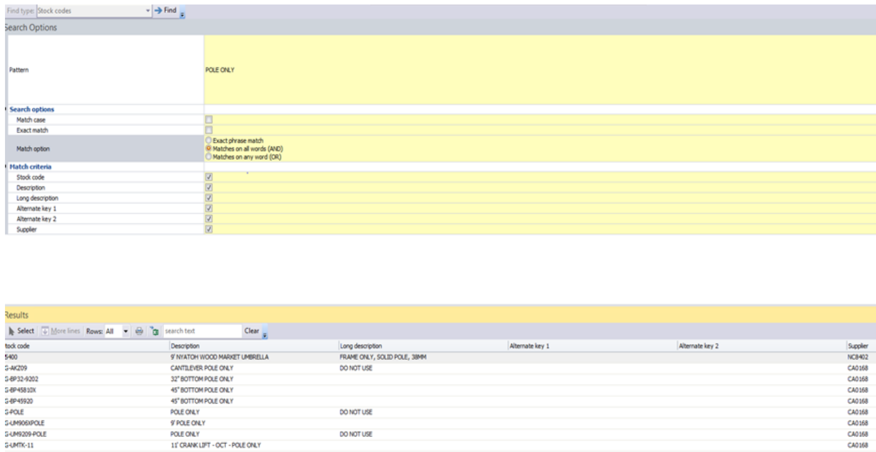


Double click on the supplier once you find it in the "Results" section. Enter your customer's name on the "Customer P/Order" line. Also add your store level order number on this line.

Under the "Order Dates" header, you will need to fill out the following: P/Order Date, Due Date, Supplier Ship Date, and Memo Date. **P/Order Date** = date you are keying the order; **Due Date** = when we want vendor items to hit the store (ETA/good middle point between start ship and cancel dates); **Supplier Ship Date** = cancel date of PO (don't want to receive any items past a certain date), **Memo Date** = start ship date from vendor (enter completion date from order acknowledgement)

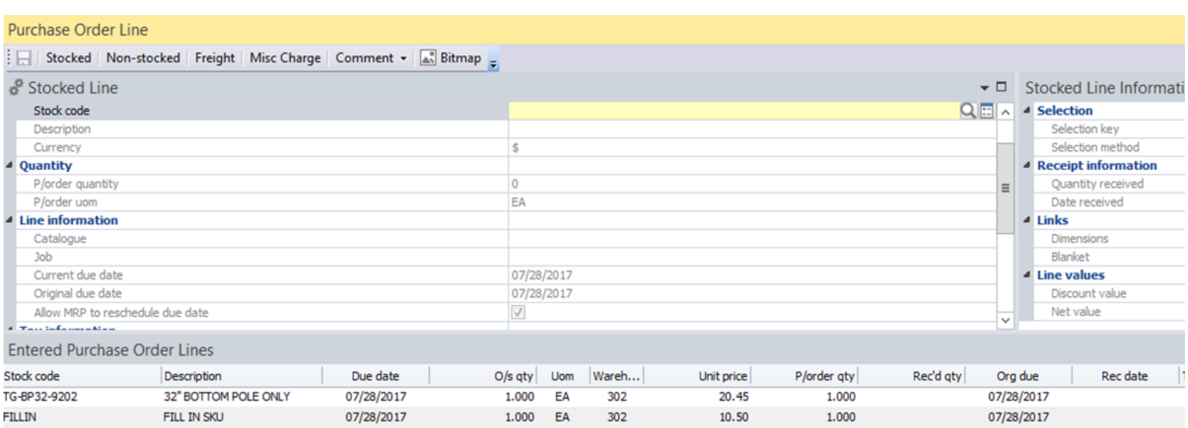
Select "Add Lines" at the top of the screen. Enter the stock code, hit the tab key and enter the quantity, hit the tab key and enter the price.

Pricing will vary depending on the Vendor you are ordering from. Reach out to Store Support with any questions. If you are not positive about a stock code needed, select the magnifying glass on the "Stock Code" line. Select the binoculars and type in the item description. Select the "Matches on all words" option then select "Find".



If the sku exists in Syspro, double-click on the correct line in "Results" to add it to the purchase order. Double click again on the sku to add the pricing. Find the drop down that says "pricing" and select "supplier price." This will auto populate the price.

If the sku does not exist in Syspro, enter your request on the sku board in SharePoint for corporate to create the sku for you. In the meantime, you can enter the sku as "FILLIN" to continue the order. This way you can go ahead and send the purchase order information to the vendor to begin your order. You MUST go back into the purchase order once the sku is created and delete the fill in sku line and add a new line with the correct sku.



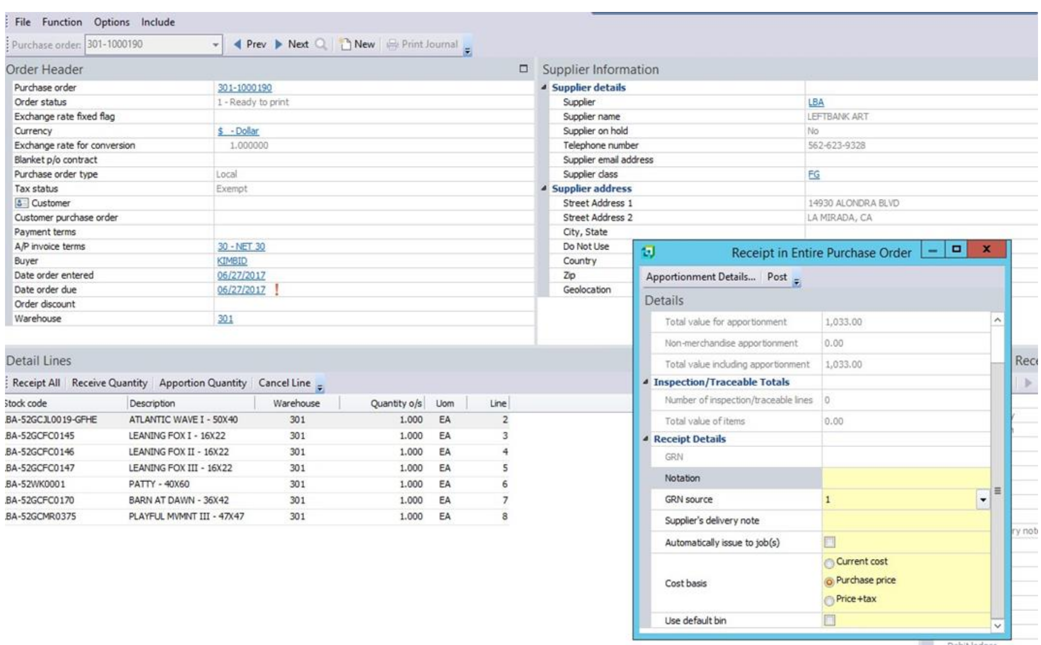
Once everything is entered, select “End P/order” at the top of the screen. Print the Purchase Order, submit to the vendor, and attach to your order paperwork for that order. Add the Purchase Order number to the coversheet of your customer’s order.

You can also enter a PO straight from Back-order Review if your vendor item is tied to a 300 # order. Follow all normal Sales Order Entry/BO Review steps, but instead of selecting “SCT” on the BO Review screen, hit “PO Entry.” From there, the supplier/PO with automatically generate, and you will hit “create PO” to get the #.

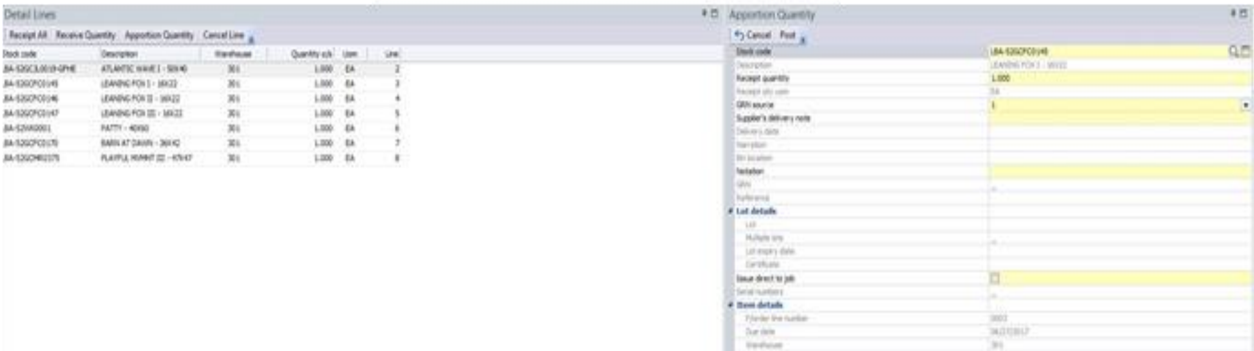
PURCHASE ORDER RECEIPTS

You will use purchase order receipts when receiving a vendor purchase order into your inventory.

In Syspro, enter "Purchase Order Receipts." Enter the Purchase Order Number on the top, left side of the screen. This will pull up all available lines in the "Detail Lines" portion of the screen. Double click the line item you would like to receive in, hit receive quantity, and hit post. This will generate a GRN number that you must write down for accounting. Continue to do the same for every line item until you have finished receiving in the PO. You will then email Accounts Payable the GRN number so they can pay the invoice. Print the journal and file away.



An alternative way to partially receive in a PO is to select "Apportion Quantity" which will open up an "Apportion Quantity" box on the right side of the screen. This allows you to select lines to receive in individually. Select "Post" after pulling up the lines you are receiving to complete the line.



If you are receiving in a smaller quantity of an item than what is on the Purchase Order, select “Receive Quantity” and a “Purchase Order Receipt” box will appear on the right side of the screen. See two examples below.

Example #1: You order 5 candles with the same sku and you only received 4 or you received 5 but 1 is broken and cannot be sold, you would change the “Receipt Quantity” to 4 which would leave the missing or damaged item open but allow you to put out and sell what you did receive.

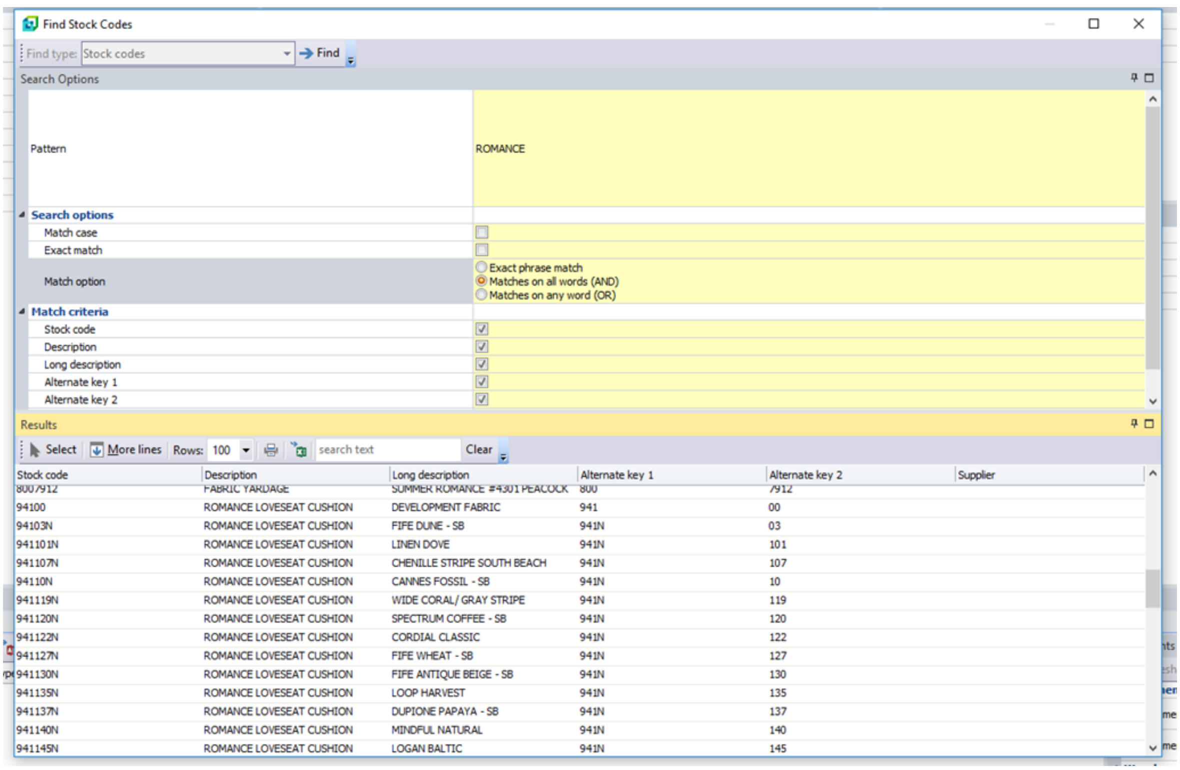
Example #2: You order 5 candles with the same sku and you received 10 instead. You want to keep 10 because you can sell them. You must go into “Purchase Order Entry”, select “Function” then “Purchase Order Maintenance”, select the line item, and double-click to edit the line. Change the order quantity to 10 and save the updated line. End the Purchase Order and re-enter “Purchase Order Receipts”. The order quantity will now show 10 and you will receive the full line into inventory. DO NOT up the quantity in Purchase Order Receipts and receive the line in. You must correct the line on your order first.

Once completed, select the red X on the top right-hand side of the screen to exit. It is imperative that Purchase Orders be checked in thoroughly and received in through Syspro promptly once the merchandise arrives. This should be completed within one day of the shipment’s arrival. Any issues must be reported to Store Support at corporate within the same one-day time frame. If damaged, be sure to include photos of the damage for us to pass along to the vendor.

*Never receive in a purchase order at $0 or as a FILLIN/SC-1 Sku!

INVENTORY QUERY

In Syspro, enter “Inventory Query.” Select “Find” with the binocular icon and the “Find Stock Codes” box will pop up. Type in the name of the items you are looking for and select the “Matches on all Words” option in the “Search Options” section of the screen then select “Find”. Everything with the word you entered in the description will pull up in the “Results” section of the “Find Stock Codes” box.

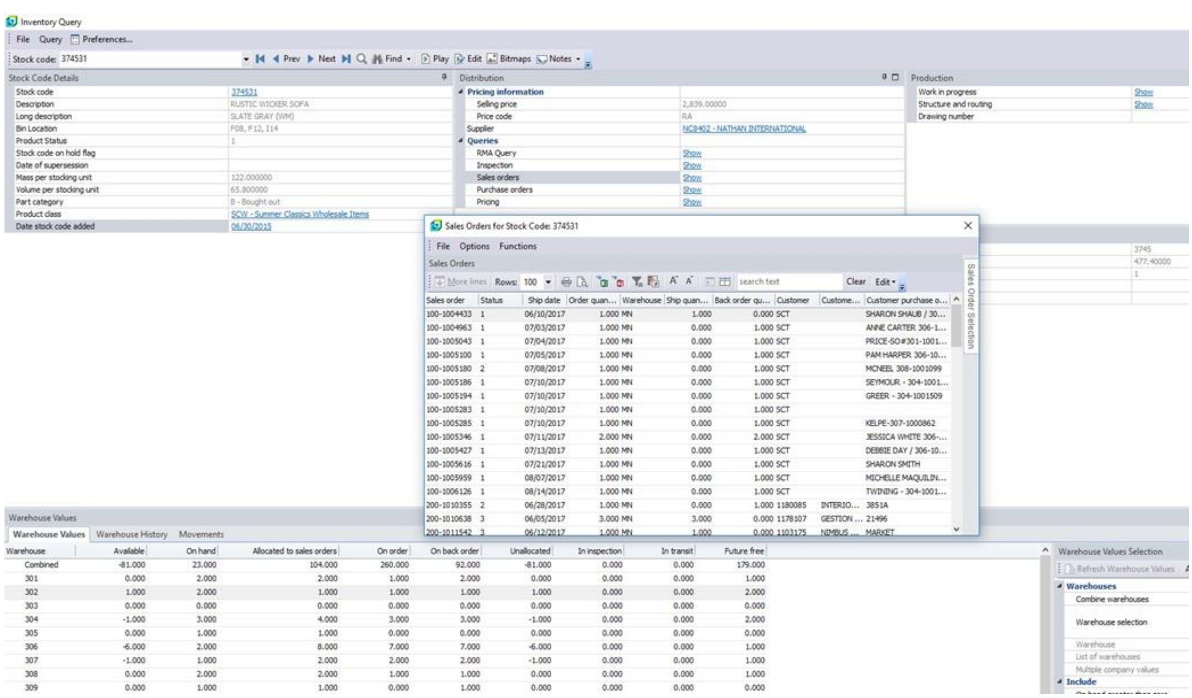


The above example shows the Romance collection that was discontinued years ago. Even though the frame is discontinued, you can ALWAYS order cushions for past Summer Classics frames. On many discontinued frames, you will need to use Inventory Query to view the base sku for a cushion then you will need to go into the “Create Cushion Stock Codes” program in Remote Desktop to build the stock code with a current fabric.

Once you locate the sku you need, double-click the line and it will open that sku on the main Inventory Query screen. Use the "Movements" section on the bottom of the screen to track your sku.

<u>"Warehouse Values"</u> shows how many of the sku are in your store's inventory along with what is available in MN/MV.
<u>"Available"</u> shows what is available to add to a new order.
<u>"On Hand"</u> shows the total amount in inventory.
<u>"Allocated to Sales Orders"</u> shows the amount that is allocated to a sales order.
<u>"Movements"</u> shows all orders the sku has been sold on.

You can view all sales orders an item is allocated to by going to the "Distribution" section on the top/center of the screen. Look under "Queries" then select "Show" on the "Sales Orders" line.



ADDITIONAL USES FOR INVENTORY QUERY

You receive in an order for a vendor, and you are unsure of the sku that was created for this item. Do a se arch in Inventory Query and enter the description of the item to locate the sku.

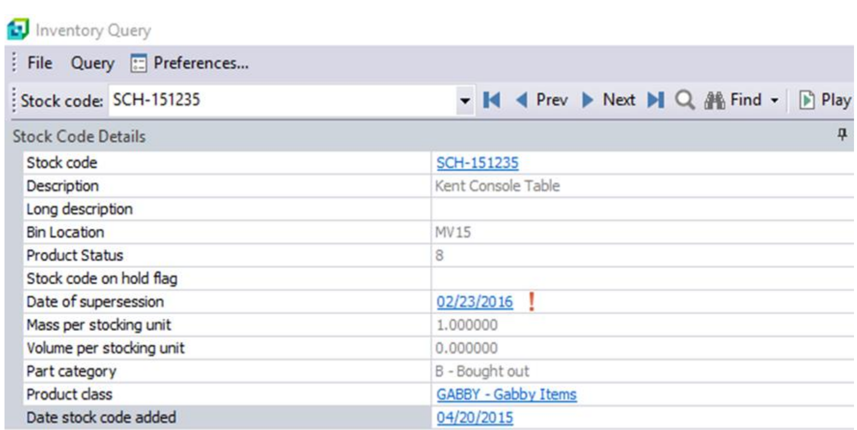
You do not know if an item was ever received into your inventory. Enter the sku and check "Movements" to see the date the sku was received into inventory.

You have a discontinued frame in your inventory and are unable to locate the sku or pricing in ECAT. Go into "Inventory Query" and search for the sku. Once the sku has been selected refer to the "Distribution" section in the center of the screen. Under "Pricing Information" you will see the "Selling Price".

You want to know if a frame has been discontinued. Enter the sku then look at the "Stock Code Details" section on the top/left of the screen. Look at the "Date of Supersession" line and if there is a date then we will not receive any more of that product into MN inventory.

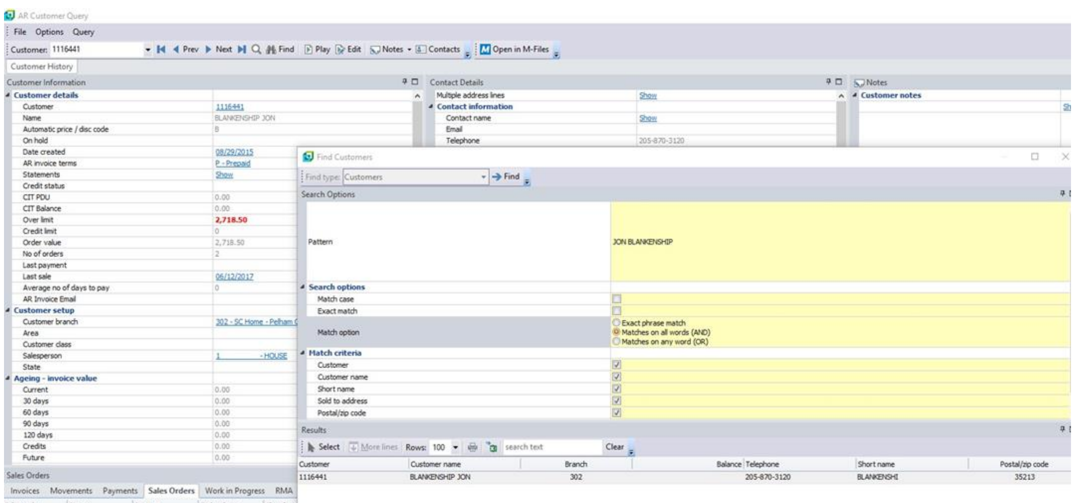
The below numbers explain what each product status means.

1=Current Item
2=Special Item (Usually Contract Only)
8=Disco with Availability
9=Disco/Gone Permanently
M=Marketing Materials

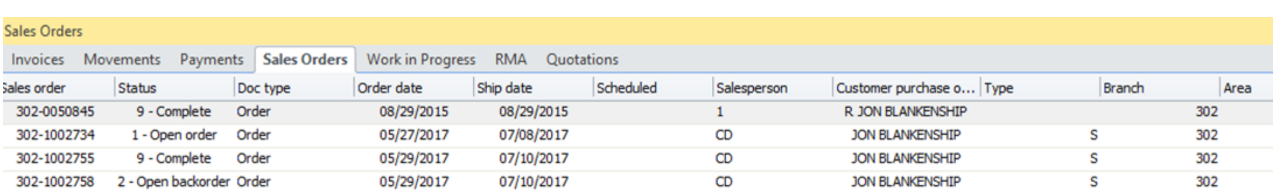


CUSTOMER QUERY

In Syspro, enter “Customer Query.” Select “Find” with the binocular icon and the “Find Customers” box will pop up. Enter any available customer information to search. This can be a first or last name, an address, or customer phone number. Always try a second search criteria if the first attempt is unsuccessful due to customer names being spelled incorrectly when they were initially entered into our system. Once the search criteria is entered select the “Matches on all Words” option and select “Find”. Double-click on the correct customer once you find them and the customer information will pull up on the “AR Customer Query” main screen.



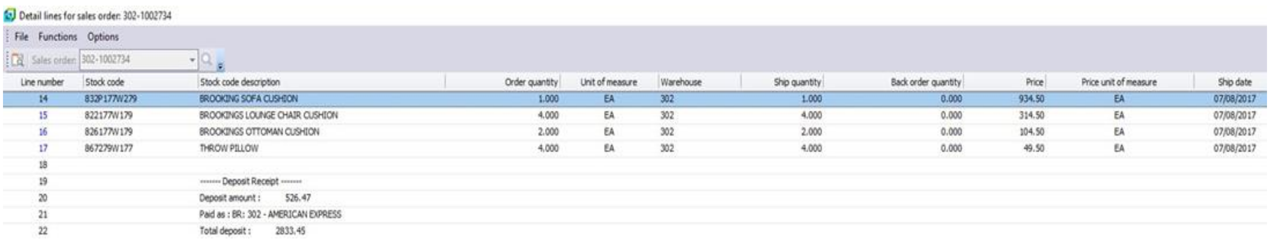
Once the customer is pulled up you can view their address, phone number, email address, and Customer ID number on the top half of the screen. You have several options in the “Sales Orders” section on the bottom of the screen. The only option you will need is “Sales Orders”. This will pull up a full history of every sales order this customer has placed.


Sales Orders

Invoices | Movements | Payments | Sales Orders | Work in Progress | RMA | Quotations

Sales order	Status	Doc type	Order date	Ship date	Scheduled	Salesperson	Customer purchase o...	Type	Branch	Area
302-0050845	9 - Complete	Order	08/29/2015	08/29/2015		1	R JON BLANKENSHIP		302	
302-1002734	1 - Open order	Order	05/27/2017	07/08/2017		CD	JON BLANKENSHIP	S	302	
302-1002755	9 - Complete	Order	05/29/2017	07/10/2017		CD	JON BLANKENSHIP	S	302	
302-1002758	2 - Open backorder	Order	05/29/2017	07/10/2017		CD	JON BLANKENSHIP	S	302	

You can use “customer query” to research past orders for RMA requests. Double-click to view detailed lines for each order. You can use the purchase date to determine if the items fall under our warranty period.



Detail lines for sales order: 302-1002734

File Functions Options

Sales order: 302-1002734

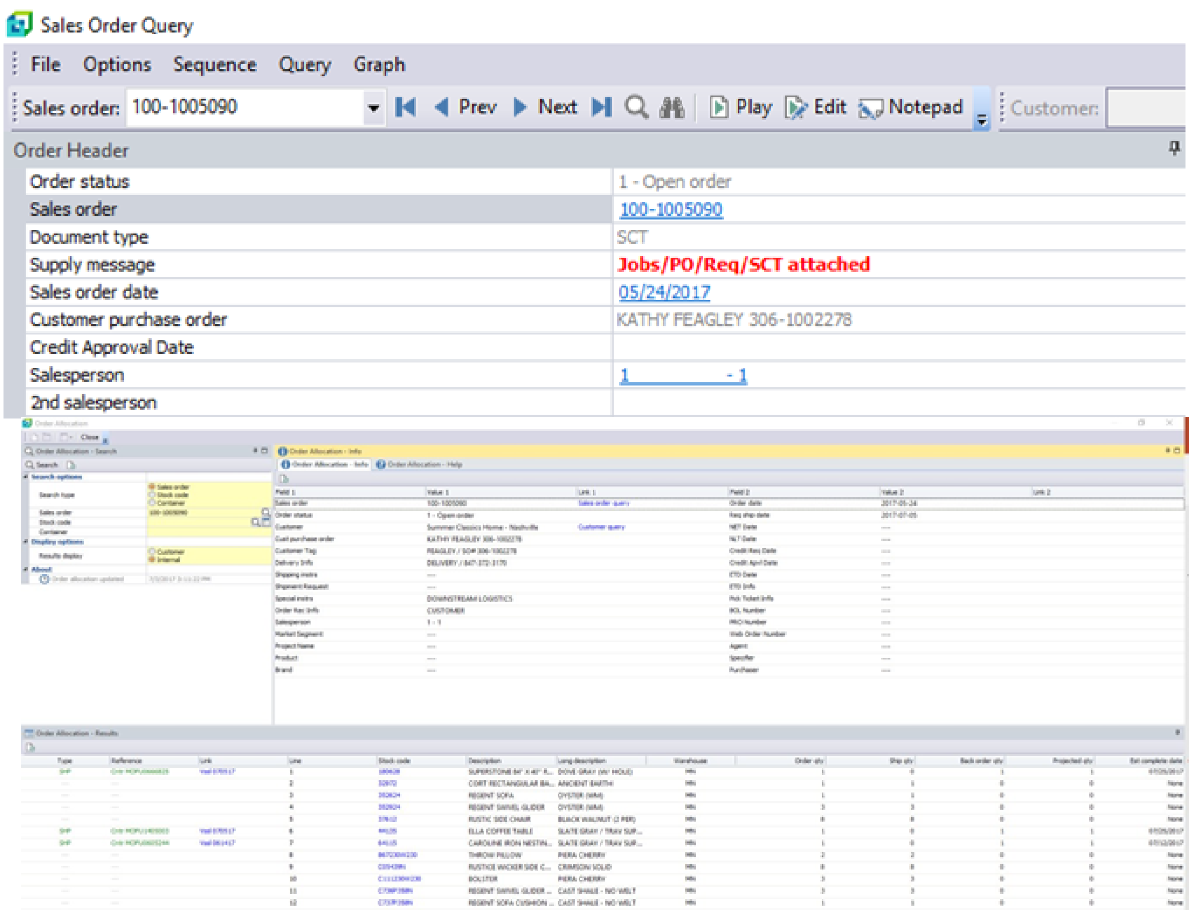
Line number	Stock code	Stock code description	Order quantity	Unit of measure	Warehouse	Ship quantity	Back order quantity	Price	Price unit of measure	Ship date
14	832P177W279	BROOKING SOFA CUSHION	1.000	EA	302	1.000	0.000	934.50	EA	07/08/2017
15	822177W179	BROOKINGS LOUNGE CHAIR CUSHION	4.000	EA	302	4.000	0.000	314.50	EA	07/08/2017
16	826177W179	BROOKINGS OTTOMAN CUSHION	2.000	EA	302	2.000	0.000	104.50	EA	07/08/2017
17	867279W177	THROW PILLOW	4.000	EA	302	4.000	0.000	49.50	EA	07/08/2017
18										
19		-------- Deposit Receipt --------								
20		Deposit amount : 526.47								
21		Paid as : BR: 302 - AMERICAN EXPRESS								
22		Total deposit : 2833.45								

You can also use “customer query” to review past orders for customers who come back to add to an existing collection purchased in the past. This is also a great tool for customers who need to order replacement cushions that match their current cushions at home. It is important to know, however, that many fabrics are discontinued yearly and sometimes the fabric numbers are re-assigned to a new fabric. Finding the original fabric number in Syspro is a great start but always follow up by requesting a photo of the cushions from the customer to verify that the fabric number is still correct.

SALES ORDER QUERY

In Syspro, enter "sales order query." Enter the sales order number and hit the enter key. This is the only way to view past orders that are already complete.

To check on the status of an order, Select the highlighted "Sales Order" number in the "Order Header" section on the top/left of the screen. Select "Order Allocation" then view the Results at the bottom of the screen.



You can also check order status by using the "Open Orders-Store-SCT-OA" report in access reports. See "Weekly Open Orders Reporting" document for instructions.

Look at the “Est. Complete Date” column on the bottom/right of the screen to view when each item is estimated to be complete. These dates are only estimates and may vary each week.

Check the status of each 100# order weekly and make notes on your order’s cover sheet stating when the full order is projected to be completed. Enter this information on you Weekly Open Orders Report which is due to the Director of Operations every Tuesday. Make sure to reach out to the design Consultant and the Customer whenever you see that an item will be on backorder past the 6-week usual order timeline.

Make sure to include any open Stock Orders or RMAs when you check your weekly order status.

Sometimes a note will appear by a line that says “Check Availability”, usually on cushion and fabric orders. When you see this note look at the “Availability Reports” that are sent out each Friday to see the projection date for that item.

Note that any fabric on backorder will not begin production until the fabric is in stock at the cushion plant. The 3-week lead time on cushions does not begin until the fabric has arrived.

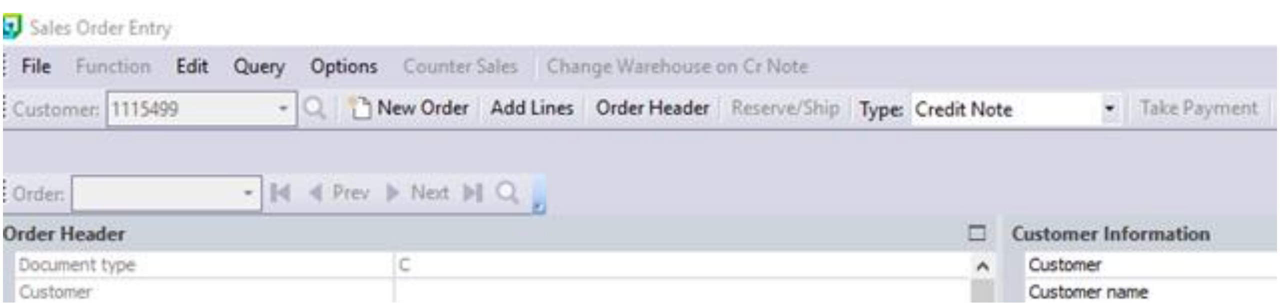
On open orders, you can select the “Sales Order” number then select “Order Maintenance” to open the order and make any changes.

Send any requests to pick and ship orders to Courtney Peoples when you see that an order is ready to ship. Once an order is ready, all lines will show quantities in the “Reserved” column and nothing will remain in the “Backorder” column. You may also request a “Split Ship” if you want to receive all of the available items on an order. Make sure to go into “Order Maintenance” and select “Yes” on the “Shipping Request” line prior to making a split ship request.

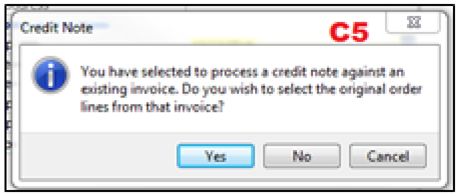
CREDIT NOTE ENTRY

Log into Syspro. Under the program list window open the Sales Order Folder, then from that directory the Sales Orders Processing Folder. Then click on Sales Order Entry to open.

In the Sales Order Entry Window under Type Window Dropdown select Credit Note (see rectangle in **IMAGE**). Next in the Sales Order Entry Window under the Customer Box (see oval in **IMAGE**) enter the customer's account you are doing the credit note for and press Enter (**IMAGE** example is 1115499). After you have selected and filled out these two fields, click on the Order Header Button.

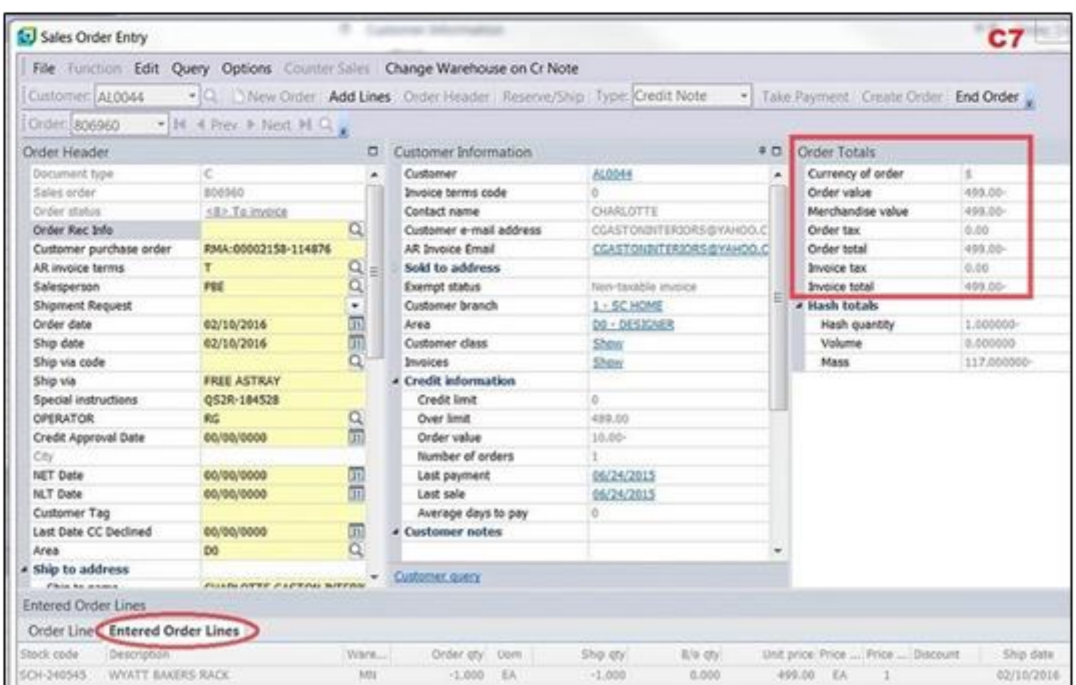


Type in the invoice number that you want to process a credit against and click save. A credit note box will pop up, and if you are putting the selected sales order lines back into your inventory, select "yes."

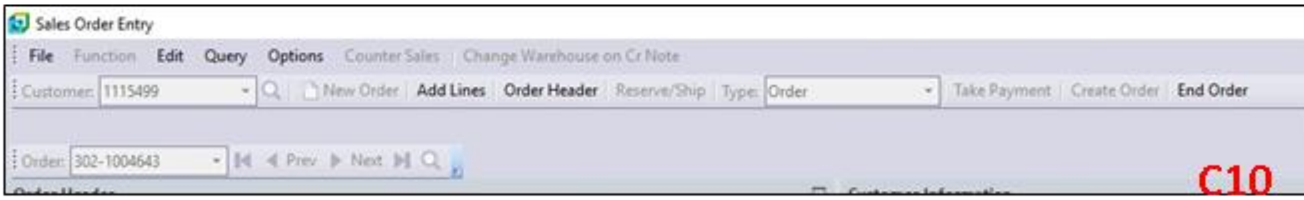


The SO Lines for Credit Note Screen (see **IMAGE C6**) will pop up with all lines from selected invoice. You will need to choose the line items to add back into inventory (see square in **IMAGE C6**). After selecting the lines, hit save.

Once complete the Order Entry Screen will appear. Any lines that have been selected to be returned to inventory will appear under the Entered Order Lines Tab (see oval in **PICTURE C7**). Once all stock codes being added are confirmed and the amount under Order Total (see rectangle in **PICTURE C7**) matches the amount of the credit.



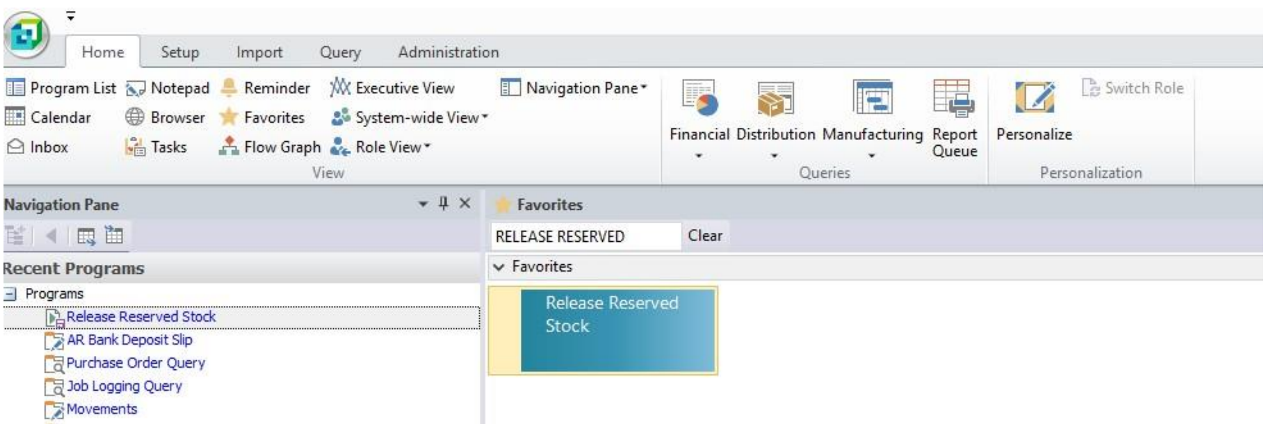
Once complete and your Credit Number is showing in Order Box (see **IMAGE C10**), hit End Order Button in the Sales Order Entry Screen (see **IMAGE C10**).



One you select End Order select the Take Payment option. Select the drop-down box under "Payment Type" and switch to "Account." This should auto populate to the appropriate information. Click the save button. A pop-up box that says "payment complete" will appear on the screen. Select "yes" to complete the credit note.

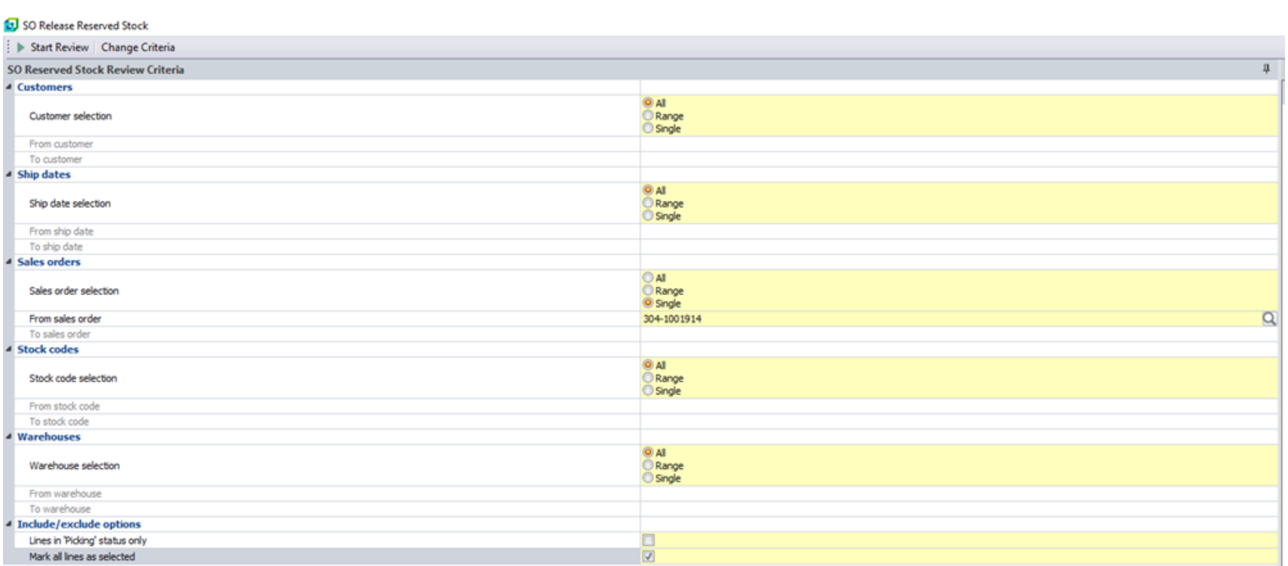
RELEASING RESERVED STOCK TO SHIPPED

To move order lines from "Reserved" to "Shipped" search for the "Release Reserved Stock" program. Save to your favorites for easy access next time.

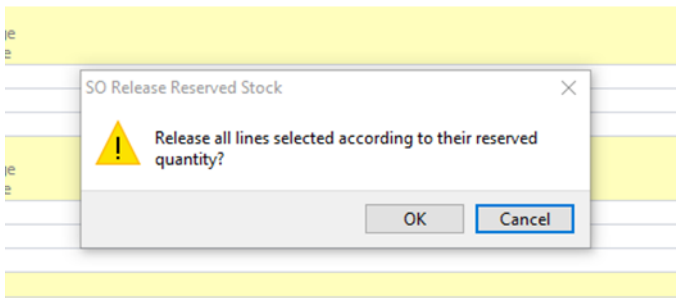


Make sure that all order lines are in "Reserve" in order to change them to "Shipped".

Select "Sales Order Selection" then "Single" and enter the order number on the "From Sales Order" line. You can select specific stock code ranges from you order on the "stock Code Selection" line or select "All" lines. Select the last box on the "Mark All Lines as Selected" line then select "Start Review" on the top-left of the screen.



All reserved lines will appear in the "SO Release Reserved Stock" section on the right side of the screen. Make sure the boxes on the left are selected then select "Release Lines". You can also change the quantity on your lines prior to releasing them. Select "OK" when the pop up appears. Your sales order will now be all set to invoice.



Normally, all store level orders automatically stay in shipped instead of reserved but use this process in the odd chance that your line item moves to reversed.

END OF MONTH PROCEDURE

The following tasks must be completed by the last day of each month:

All Summer Classics Shipments from MN must be received into inventory

All Transfers must be received into inventory

All POs from outside vendors must be received into inventory

Concur report completed and submitted for approval

Register till counted and balanced at $250 cash/check for adequate change

All orders and payments entered in Syspro

All balancing from End of Day Procedure completed for each day of the month

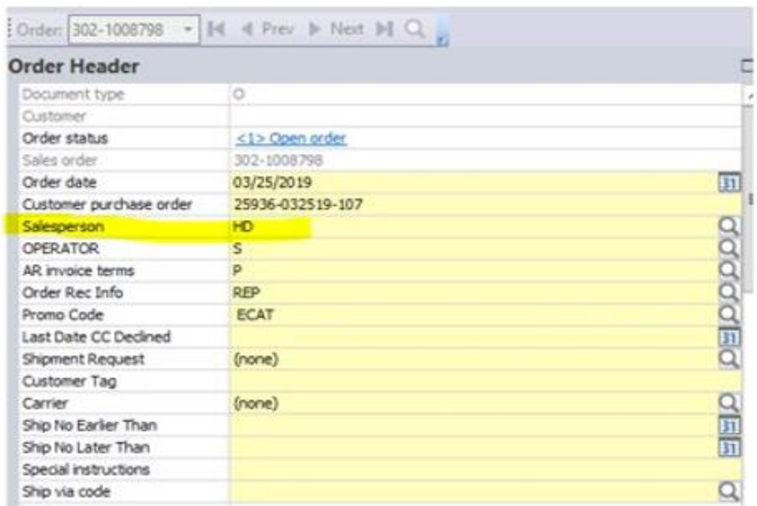
All deposits taken, and receipts stapled to end of day paperwork packets

Send completed register balance sheet for current month to
the Accounting Specialist and Store Support.

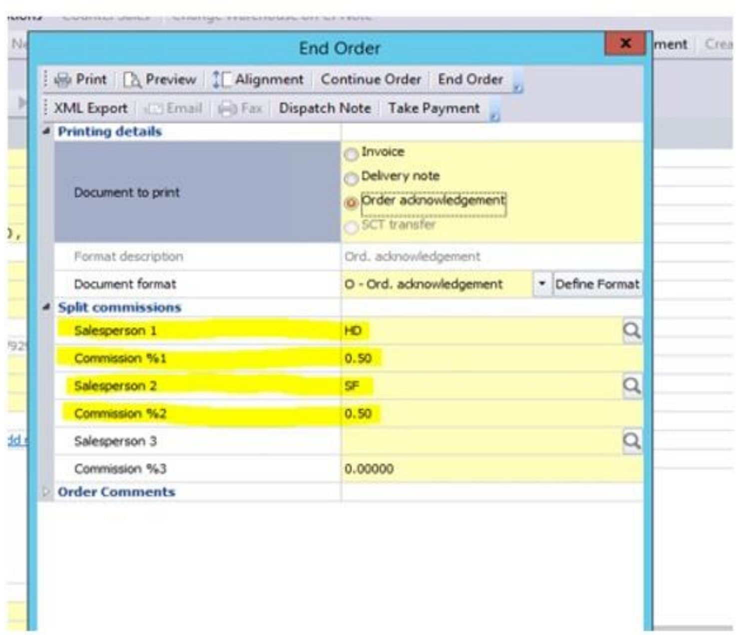
*Once everything is completed you must email the Controller in Accounting and let them know that your store is ready to close out the month, be sure to copy in Retail Division Operations Manager AND Store Support.

DESIGN CONSULTANT COMMISSION

Enter primary salesperson on order entry side. We will no longer use multiple salespersons on this screen.



After filling out the appropriate order information sections, hit "end order." Under "split commissions," enter all appropriate DC's to apply commission. If it is two DC's and an even split, please follow the below.



On the above, note that salesperson 1 is always the salesperson listed in step #1, so salesperson 2 would be the one splitting commission. If it's not an even split, you would break it up by the % between the two to equal 100% of the sale. If there is only one salesperson, then you do not need to fill in anything on the end order screen.

If the sale has 3 salespersons that are splitting the sale and it's an even split between all, one DC will have to get 1% higher to equal 100%. For example, Salesperson 1 would receive commission % of 0.34, Salesperson 2 would receive Commission % of 0.33, and Salesperson 3 would receive Commission %: 0.33

COMMISSION FAQ'S

How do we ensure confirmed sales (at the end of sales) are placed without fabric selection?

> Fabric MUST be selected within 72hrs, and /or before the end of the commission period. The order will be cancelled if not followed.

What are the payment requirements?

> Minimum deposit of 50% down on all local deliveries -- 100% deposits required for out of area deliveries. No exceptions.

What orders will qualify for Written Payouts?

> All orders that received a minimum of 50% Deposit on a "confirmed" sale as of August 30th, 2021

Do we qualify for Monthly Retail Sales Incentives?

> Yes – Stores still have monthly sales incentives if store sales goals are exceeded by $25,000 or greater. Each Design Consultant will be paid out on their percentage of contribution to store goal.

What happens when there is a Return, Cancelation or Price Adjustment?

> The return/cancelation or price adjustment will show up as a negative on your bi-weekly commission statement.

What happens when the return is greater than your written "commission" paycheck amount?

> It will not be removed from Hourly Pay. We will hold negative commission deduction from next pay period on commission owed until balance is brought back to zero.

How will Split Sales be accounted for?

Orders will be split 50/50 if selected by Management team for equal sales contribution.

How will the breakdown of sales that qualify?

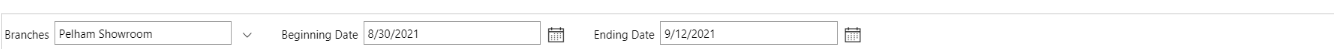
All sales will be eligible for 3% Commission Payout.

What happens if I part ways with Summer Classics Home?

If separations from SC Home is decided, Commission pay will be held for 30 days after last day to cover any adjustment, returns or cancelations on orders.

INSTRUCTIONS FOR COMMISSION REPORT

- Open "SQL Report Manager" to run report. (MUST BE COMPLETED IN GOOGLE CHROME
- Click "Store" tab.
- Click "Written Commission"
- Select your store (ex. Pelham Showroom)
- Enter the beginning date for your report (ex. 08/30/21)
- Enter ending date for your report (ex. 09/12/21)
- Click "View Report".



- The Report opens up
- Click the "Floppy Disk" drop down
- Click the Excel icon (second one down) to **Export** file to Excel

__Tidy up the report before subtotals__:

- Excel will now open with your report, Click "Enable Editing"
- Go to cell C1, delete Rows 1-5 -- unhide & delete Columns A & B
- Highlight & Unmerge (button reference )Columns G, H & I
- Delete Columns H & I

Salesperson Written Commission by 3%

- Click "Data" tab
  - Click "Sort"
    - Sort by "Column D" (Salesperson) – then click "OK" and "OK" again
  - Click "Subtotal" (Far right on toolbar) 

    - Change the 1st box to "Salesperson"
    - Change the 2nd box to "Sum"
    - Check "Value Delta" in the 3rd box and Uncheck All other boxes.
    - Check "Page break between groups", Ensure all 3 boxes are checked in 4th section.
    - Click "OK"
  - Splits with Design Consultants
    - Select the row for each split sale; "Right click & copy".
    - Scroll below Grand Total, "Right click & Paste".
    - "Delete" the "original split" line above before continuing to next row.
    - Repeat
- Your Report is now sorted and totaled by Salesperson. You may need to expand columns of the invoice numbers and sales orders and change to landscape if you want to print the report.
  - Once you have completed the "**Subtotal**", you will need to compute the 3% commission for each Design Consultant. (we **DO NOT** pay commission for Employee Sales or Mistakes)
  - Go to the cell below where each Designer Total. Go to the line below, "Right Click and add 2 rows"
  - Multiply total x 3% Commission for each designer.
  - You will enter the following to compute "Effectively Hourly Rate".
    - Base Pay = (Hourly Rate x 80 Hours)
    - Commission Pay = (Total x 3% Commission)
    - Effectively Hourly Rate or HER= (Base Pay $ + Commission $ / 80 hours = Effectively Hourly Rate)

**Make sure to watch what each designer's "Base Pay" is correct. **

BASE PAY: $12 X 80 = $960	18022.45		SLU Total
COMMISSION PAY: $540.67	X 3%		
EFFECTIVELY HOURLY RATE: $18.76	540.67		

- **<u>Make sure to SAVE your work:</u>**
  - Click “File”, Click “Save As”
  - Change your filename to “Pelham Commissions 083021 to 091221”. **<u>Be sure to use YOUR store; not Pelham.</u>**
  - Change the “file format” to Excel 97-Excell 2003 workbook. Then click “Save”.

**** Send to Regional only for approval.****

** Body of email -- Subject with “Pelham Commission 8.30.21 to 9.12.21”

Type each Design Consultant (First & Last Name) with Commission to pay out**

Example:

Sally Smith $2565.23

Bew White $3050.00

Will White $1200.23

Amy Perry $150.23 (pay training wage – due to new hire)

** Attach Excel file to the email**

** Attach CSV file with DC’s information filled in for Payroll**

PERVENTATIVE VEHICLE MAINTENANCE GUIDELINES

At any point a rental truck is required, you must submit a request to Retail Divisions Ops Manager and VP of Retail for approval

Before each use, you must fill out driver's vehicle inspection report to check all safety features and ensure the truck is in proper condition before leaving warehouse. If you need to replace your inspection booklet, please contact the Safety Manager and Retail Division Operations Manager when you start getting low on inspection reports so we can order a new book for you. These will need to be scanned in weekly (every Friday) to Retail Division Operations Manager. If your vehicle is not used daily, a report is required for each use throughout the week. If you don't use your vehicle at all that week, you will still need to check once and run to ensure it's not just sitting on the lot. At minimum, each store will be sending in at least one inspection report weekly, if not more. If an inspection fails for any reason prior to driving, you must send to mechanic before use and not put into use.

Oil changes and preventative maintenance checks will be required from a mechanic, and paperwork turned into Store Support on the first week of each of the following months: **September, December, March, and June**. If your vehicle is not used daily or very often, you will be required to take every 3K miles. If you do not acquire 3K miles within a year, the preventative maintenance will be required once a year. The following items should be checked and or changed at time of inspection: oil change, rotate tires and balance (check tire treads), tire pressure, brakes and pads, belts, lubricants of engine, and anything else the mechanic may require during regular preventative maintenance checks.

All tags and inspections must be complied with local and state municipalities. After renewal it must be scanned into Retail Division Operations Manager, Vice President of Retail, your Regional Director of Sales, Accounts Payable Manager, and Safety Manager. Original titles must be kept with accounting at corporate office, but a copy of title, tag renewal, insurance and roadside assistance cards should always be kept in the vehicle.

DOT inspections should be completed on an annual basis for all drivers/vehicles. This will be required to be completed and instructed by Safety Manager. If our companies DOT number is required on a vehicle, it should always be displayed.

Any maintenance must be quoted and submitted for approval to Shawn Feely, Retail Division Operations Manager, before work is completed.

All vehicles must include an operable fire extinguisher (look for a non-halon extinguisher), first aid kit, safety triangles and an ice scrapper. If you need any of these items, please get with Store Support and we can order or assist in finding for you.

All drivers must be on company insurance and valid driver's license before driving. At no time, is smoking allowed in the truck. Please refer to the company's HR smoking policy as well. Truck should always be clean of debris and trash including both passenger and cargo areas of the truck. No speeding or illegal behavior is permitted at any time. Company vehicle must be treated and maintained as if your own. All vehicle inspections, renewals of tag, titles, and inspections must be maintained and managed by Store Manager.

SUMMER CLASSICS HOME

STORE VEHICLE REPORT

RIIY: 9!12

DRIVER'S VEHICLE INSPECTION REPORT

AS REQUIRED BY THE D.O.T FEDERAL MOTOR CARRIER SAFETY REGULATIONS

CARRIER:- -

ADDRESS:____________ - - - - - - - - - - - - - - -

DATE:------.,....,.....=-=-----= TIME: A.M.____________P.M.

CHECK ANY DEFECTIVE ITEM ANDGIVE DETAILS UNDER "REMARKS"

TRACTOR/ TRUCK NO.__________________ODOMETER READING____________

D Air Compressor
D Air Lines
D Battery
D Belts and Hoses
D Body
D Brake Accessories
D Brakes, Parking
D Brakes, Service
D Clutch
D Coupling Devices
D Defroster/Heater
D Drive Line
D Engine
D Exhaust
D Fifth Wheel
D Fluid Levels
D Frame and Assembly

D Front Axle
D Fuel Tanks
D Horn
D Lights
  Head/Stop
  Tail/Dash
  Turn Indicators
  Clearance/Marker
D Mirrors
D Muffler
D Oil Pressure
D Radiator
D Rear End
D Reflectors

D Safety Equipment
  Fire Extinguisher
  Flags/Flares/Fusees
  Reflective Triangles
  Spare Bulbs and Fuses
  Spare Seal Beam
D Starter
D Steering
D Suspension System
D Tire Chains
D Tires
D Transmission
D Trip Recorder
D Wheels and Rims
O Windows
D Windshield Wipers
D Other

TRAILER($) NO.(S)______________

D Brake Connections
D Hitch
D Brakes
D Coupling Devices
D Coupling (King) Pin
D Doors

D Landing Gear
D Lights - All
D Reflectors/Reflective Tape
D Roof

D Suspension System
D Tarpaulin
D Tires
D Wheels and Aims
D Other

Remarks:____

0 CONDITION OF THE ABOVE VEHICLE IS SATISFACTORY

DRIVER"S SIGNATURE:----------------------------

O ABOVE DEFECTS CORRECTED

0 ABOVE DEFECTS NEED NOT BE CORRECTED FOR SAFE OPERATION OF VEHICLE

MECHANIC'S SIGNATURE:______________________DATE:------

DRIVER'S SIGNATURE: DATE:------

ORIGINAL USA• (8001 327-6868 • PrlnledIn theUnited Slates 685

TRUCK MAINTENANCE AND CARE PROCEDURES

Before each use, you must fill out driver's vehicle inspection report to ensure the truck is in proper condition before leaving warehouse.

At no time, is smoking allowed in the truck.

Truck should always be clean of debris and trash.

Oil changes will be required, and paperwork turned into Store Support on the first week of each of the following months: August, November, February, and May.

All tags and inspections must be complied with local and state municipalities. After renewal it must be scanned into Store Support.

No speeding or illegal behavior is permitted at any time.

Company vehicle must be treated and maintained as if it's your own.

Any maintenance must be quoted and submitted for approval to Shawn Feely, Director of Store Operations and Vice President of Retail and Licensees before work is completed.

All drivers must be on company insurance and valid driver's license before driving.

DELIVERY FEES AND SYSPRO ENTRY REQUIREMENTS

WHITE GLOVE DELIVERY

Our goal is to ensure your clients experience is enjoyable from the moment they place their order until it arrives in their home. Our professionally trained delivery team will unpack, inspect, assemble, and place their furniture in the room of their choice as well as remove all packaging and debris.

Our White Glove delivery fees on **ALL Orders** that are not a take-with, floor sample and/or qualify for CPU per the Customer Pick Up Policy are as follows.

STORE DELIVERIES	
ORDER AMOUNT	**DELIVERY FEE**
within 30 miles of the store	$249.00
within 31-60 miles of the store	$299.00
within 61-100 miles of the store	$349.00
NATIONAL DELIVERIES (NO CAPS ON FREIGHT CHARGE)	
NATIONAL WHITE GLOVE DELIVERIES	15% + $245 WG**
DROPSHIP DELIVERIES	18% of Order Subtotal**

Dropship items (orders that do not include White Glove service) are an exception and will be on a case-by-case scenario with the discretion of the Store Manager upon Regional Approval.

When entering an order that needs to be delivered outside of the 100-mile radius please follow these steps:

<u>For White Glove Deliveries</u>

Once you are in your 100# SCT order select “Ship Via Code”, then select “Pre-Paid Freight” (PP)

Go to the ‘Delivery Type” field and click “White Glove”

Select “Order Header” and change to customer’s information including name, full address, and phone number in the “Ship To” area.

<u>For Drop Ships</u>

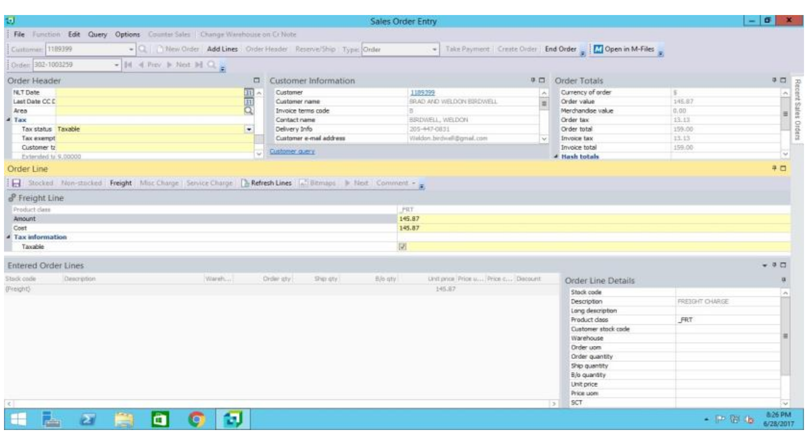
Follow same steps as White Glove except enter “Dropship” in the “Special Instructions” field.

*All White Glove Deliveries and Dropships require a 100% deposit when the order is placed and must be paid in full by the time the order is ready to ship.

DELIVERY FEES AND TAX

When entering a delivery in ECAT do not add the tax amount on the delivery fee. Simply enter the above fees. If tax is added to the delivery by mistake, management can edit in the “Sales Order Entry” in Syspro. They will simply double-click on the Delivery Fee line and change the delivery fee to the pre-tax amount that will equal the above fees once tax is added.

After double clicking on the freight line, select the “Taxable” box to remove the tax on freight and save the line. The order total should now match up to the amount the customer was charged through eCat.



The above example is for the Pelham stores. Their tax percentage is 9%. The delivery fee charged through ECAT was $199 up to 30 miles. The pre-tax amount has been changed to $145.87 and the "Taxable" box has been selected. The order total is now which is exactly what the customer was charged through ECAT.

See below for tax rates based on store location.

IMPORTANT: if a client orders product in the Pelham store but is shipping it to their residence in Atlanta, then you may charge them the Georgia tax rate. However, if that same client purchased off the floor in the Pelham store, then they are charged the Alabama tax rate. If an order is shipping to a state where we do not have a store, we DON'T charge tax.

State	State Tax Rate	Delivery Charges	Out of State Sales Taxable
Alabama-Outlet- SC31 Pelham	9.000%	Taxable	GA, MO, NC, TN, TX, VA, FL, PA, IL, KY, TX
Georgia Roswell	7.750%	Taxable	AL, MO, NC, TN, TX, VA, FL, PA, IL, KY,
North Carolina- Raleigh & Char	8.363%	Taxable	GA, MO, AL, TN, TX, VA, FL, PA, IL, KY,
Tennessee- Nashville	9.250%	Taxable	GA, MO, NC, AL, TX, VA, FL, PA, IL, KY,
Texas – San Antonio	8.250%	Taxable	GA, MO, NC, TN, AL, VA, FL, PA, IL, KY,
Virginia	5.300%	Non-Taxable	GA, MO, NC, TN, TX, AL, FL, PA, IL, KY,
Florida- Jacksonville	6.500%	Taxable	GA, MO, NC, TN, TX, VA, AL, PA, IL, KY,
Florida- Winter Park	6-500%	Taxable	GA, MO, NC, TN, TX, VA, AL, PA, IL, KY,
Pennsylvania- Philadelphia	8.000%	Taxable	GA, MO, NC, TN, TX, VA, FL, AL, IL, KY,
Missouri- St Louis	7.950%	Taxable	GA, AL, NC, TN, TX, VA, FL, PA, IL, KY,
Illinois - Chicago	10.250%	Taxable	GA, MO, NC, TN, TX, VA, FL, PA,IL, AL, KY
Kentucky- Louisville	6.000%	Taxable	GA, MO, NC, TN, TX, VA, FL, PA,KY, AL, IL
Texas- Dallas	8.250%	Taxable	GA, MO, NC, TN, TX, VA, FL, PA, AL, IL, KY

WAIVING DELIVERY FEES

Managers may waive delivery fees at their discretion to accommodate needs and assist in capturing business. If your manager has approved waiving of the delivery fee, the delivery fee must be deducted from the subtotal of the order. Please take the appropriate delivery fee charge and divide it by the number of items sold to the client. Then take that number and subtract it from each line item to appropriately distribute the deduction to all items involved in the purchase. In the notes section, please note that your store manager has approved waiving the delivery fee including the dollar amount of the delivery that was waived (deducted from the subtotal of the order). All orders that qualify for delivery MUST show a delivery charge.

CUSTOMER PICK UP POLICY

To allow for an exceptional client experience, CPU's will be limited in both size and in timing for the client to pick up the items. Both steps are to allow your teams uninterrupted time on the selling floor (every CPU takes time), limit heavy and large amounts of items sent to your stores and most important, give your clients the luxury service they deserve with true white glove service which is exceptionally priced and to their benefit.

This service should be a natural part of your sale. When reviewing the order, speak to the delivery and the service that will be provided by our professional teams that will delicately deliver their product, place it where they would like it, and clean up so they can enjoy it as soon as it is set.

CPU's are limited to purchases of up to $1000 but no larger than the size of a small side table, dining chair, cushions, lighting, etc.…

CPU timeline – please establish a window of time your clients can pick up these items. 7 business days i.e. M-F 10-5pm (no Saturday pick-ups unless before or after store hours as needed). Schedules should support the needs of pick up.

Customer's will be liable for loading, tie down & inspection of product at time of pick up.

If your client qualifies as a CPU, please provide your client with a **"pick up form"** with instructions and signature to accompany their order.

Please see below for our pickup holding fees that must be charged to customers. The fee is determined based on amount of days held at your store since physically receiving the product. You would add this charge to the open order in Syspro only via delivery fee!

0-30 days: $49
31-60 days: $99
61-100 days: $199

If you know how long the customer will wait to pick up their product, you can add this fee on eCat order at point of sale. Click "Order Surcharge" button when building order, select "Pick Up Fee," and enter $ amount.

SUMMER CLASSICS HOME

CUSTOMER PICK UP FORM

Dear______________________________,

Thank you for your most recent purchase. When your order arrives to our store, we will contact you to schedule a pickup. You will have 7 business days from the day it arrives to pick up your purchase. After the 7th business day your purchase will be subject to a 3% holding fee that will be added to your order. Please know that our team will not be responsible for loading or tying down the purchase to your transportation. Please ensure you have adequate help to accommodate this pick-up. When we call to schedule your pickup, you will be able to pick up between Monday-Friday from 10a-5p or on Saturday, by appointment only, limited to before or after store hours which are 10am-6pm. By signing below, you adhere all responsibility and liability for the pickup and fees that may apply.

X______________________________

Customer Signature

X______________________________

Date

LOANER POLICY

Loaning out an item from your on-hand inventory should only be used in very limited instances, such as resolving a major client issue, and the Store Manager is the only person who can approve what loaners leave the building. Any excess or violation of this policy will be pulled by Regional Director at any time.

Before a loaner is given out to a client, the full balance for the order must be collected to ensure we can invoice out the sale.

To complete this process properly in the system, please follow the below steps with an example used.

(1) Store will process and open the order just as if it were a normal sale. If an existing order already exists, add line item to existing sales order with retail sales dollar (sales order entry process found on page 14 of Operations Manual).

(2) Store will change the price of the loaner item to reflect the same cost as the item the customer is waiting on. For example, if you are waiting on a Slate Grey Croquet Sofa (333531), which sold for $3,500.00, and you need to loan out a Croquet Sofa in Oyster (333524) that is on your floor, you will then put the same amount of $3,500.00 on the Oyster Sofa in Syspro.

(3) Store will invoice out the Oyster Sofa that is on loan in the amount of $3,500.00, plus tax and shipping if applicable.

(4) When the Slate Grey Croquet Sofa comes back in stock and is delivered to client, the Oyster Croquet Sofa must be picked up immediately and returned to the store. A credit note will then need to be processed on the clients account to put the money that was invoiced from loaner sofa back onto the order, and then the store is able to invoice out the correct item (credit note entry process found on page 138 of Operations Manual).

REFUND POLICY

We charge a 50% Restocking fee on all cancelled/returned special order product.

We do not accept returns after 30 days.

Clearance product is not eligible for Warranties or Returns.

A minimum 50% deposit is required on all orders.

Full payment is required upon schedule of product delivery.

Clearance and Floor Model orders must be picked up within 48 hours of purchase.

Special Orders will be subject to a 3% holding charge per month on product held over 30 days.

All Refund Policies are listed on each ECAT order acknowledgement that is printed at the time of purchase. There is a signature line underneath that must be signed by the customer for each order. This signature is crucial to you having the ability to enforce our policy when needed.

SUMMER CLASSICS HOME

CHARITABLE DONATIONS POLICY

We donate furniture rather than money. We try to always donate discontinued items or items that have been returned with small imperfections.

We do not contribute or donate to any government organizations or organizations that receive tax dollars, including schools.

Donation requests should be sent to the VP of Retail for approval.

Each store can donate 10 pieces of furniture per year, with prior approval.

Below is the Charitable Donation Request Form that must be used for all donation requests.

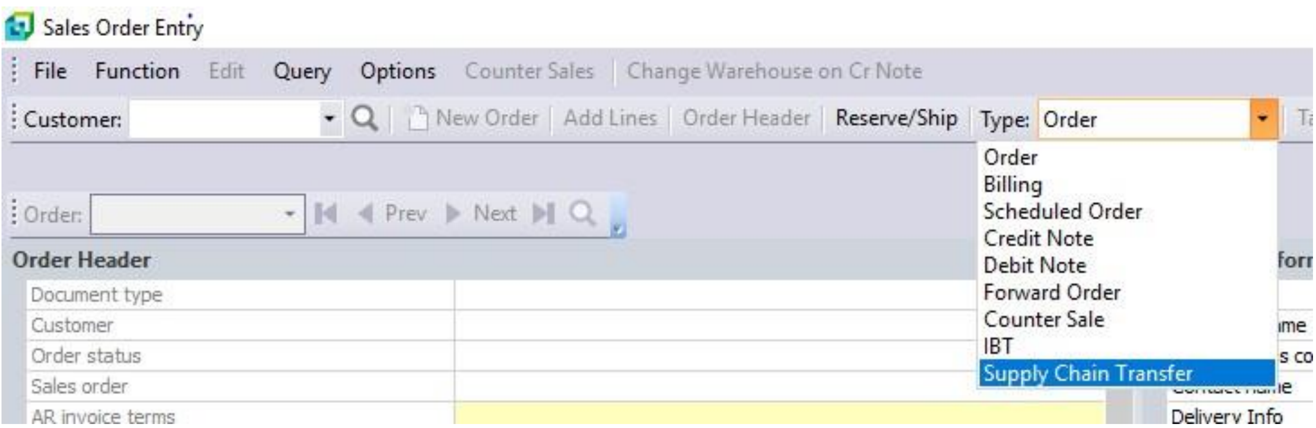
CHARITABLE DONATION REQUEST FORM	
REQUESTED BY	
TITLE/LOCATION	
DATE REQUESTED	
NAME OF CHARITY	
REASON	
DONATION AMOUNT REQUESTED	
DATE NEEDED	
ADDITIONAL DETAILS:	
APPROVED/DENIED:	
REASON:	

*Note: It is our policy not to donate to any government organizations or to any public companies that are supported by tax dollars, including schools.

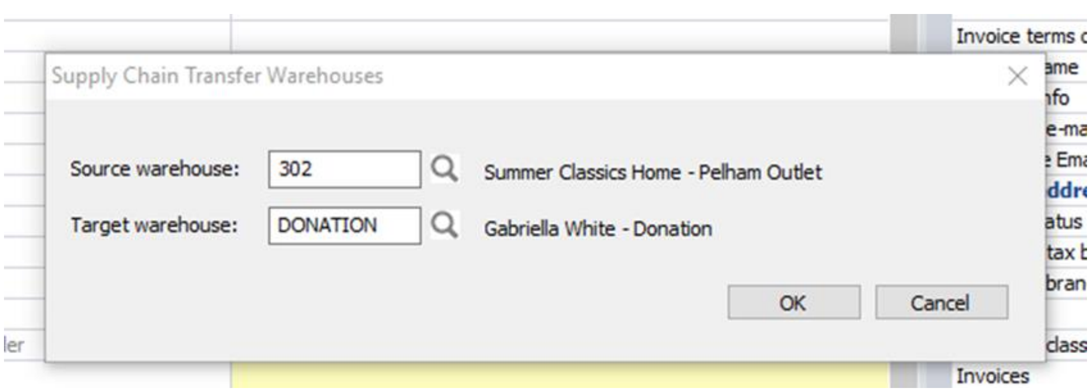
DONATIONS PROCESS

In Syspro, click on "Sales Order Entry"

Select the drop-down menu beside "Type" and then select "Supply Chain Transfer"



Enter your store warehouse number and tab down. Enter "Donation" as the target warehouse.



Follow the usual "Stock Order Entry" process that is outlined in the Systems section of this manual.

Operations will use this SCT to allocate, pick, and load/ship the product.

After the donation is shipped, inventory will be received into the Donation Warehouse and expensed to the Donation GL Account.

IN STORE FILING STANDARDS

All retail stores are required to have record of the below files and keep them updated throughout the year.

Daily Bank Deposit Log

You need one file for January through December of the current year. You will place your daily End of Day paperwork packet in these files for easy reference when Accounting reaches out with questions.

Store to Store Transfers

Keep a file for all current year store to store transfers.

Scrapped Inventory

Keep in Inventory Book with all current year Scrapped Inventory journals printed.

Inventory Adjustments

Keep in Inventory Book with all current year Inventory Adjustment journals printed.

Donations

Keep a folder with all current year Donations.

Closed Vendor Purchase Orders

Keep a folder with all POs from Vendor Orders that have been received into inventory in the current year.

Open SCT Customer Orders

Each store should have a rolling file cart in the office housing files labeled A-Z. One side of the cart will have all Open SCT Customer Orders filed alphabetically by customer last name.

Open Customer Orders

The other side of the rolling file cart should house all Open Customer Orders that have all product ready for the customer. These should also be filed alphabetically by customer last name and preferably separated by in store pickup and delivery.

Open Stock SCTs

Keep a folder with all stock orders through MN warehouse at corporate.

Open Vendor Purchase orders

Keep a folder with all open Vendor Purchase Orders.

Open RMAs

Keep in Inventory Book with all submitted RMA orders.

Customer Closed Order Files

Stores are required to keep five years' worth of Customer Order paperwork. You will need to begin each year with either an empty filing cabinet or an empty file drawer depending on your store's volume. Each customer needs a manila folder with an address sized label attached to the tab with the customer's last, first name. Each sale from that customer in the current year gets filed into their folder. The folders should be arranged alphabetically by last name.

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END OF YEAR FILING REQUIREMENTS

Each year stores are required to pull all closed order files from January 1st through December 31st of the previous year and either place in past year filing cabinets if available or place into boxes. The boxes that paper reams come in are perfect for this filing.

Make sure that these files are labeled with the appropriate year and separated from files for the upcoming year.

Stores will need to create new files for all files listed in the In Stores Filing Standards document except for the Customer Open Order files.

Stores may dispose of any files dated 5 years or older to make room for the previous year's files to be rotated into storage.

NEW EMPLOYEE UPDATE REQUIREMENTS

The Following must be completed for every new hire.

Once a candidate has completed all steps of the recruiting and hiring process (besides new hire paperwork completed on day one), you should submit an HR Action form to the Human Resources Generalist for the new employee.

The Human Resources Generalist will enter an IT ticket to get an email account and Syspro account (when applicable) set up for the new employee. You must provide a completed HR Action Form for any additional equipment or access needed for the new employee.

They will also assign employees to the correct email groups.

They will give employee birthday and name badge information to the Store Support.

Email them with a photo of the new employee as an attachment on the email requesting an addition to the webpage. Name the attachment as the employee's name. In the body of the email list the employees that need to be added to the summerclassics.com site with their full names and job titles. They will update ADP and the Summerclassics.com.

Also inform of any employees that need to be removed from the website.

RETAIL PROCEDURE FOR CONTRACT BUSINESS

If your client represents a business, professional firm or company looking to furnish a business including but not limited to a hotel, motel, restaurant, cruise line, resort, club, assisted living, independent living, government projects, etc..., the DC should immediately contact our SCCS Contract to support that business opportunity. From there, please take the follow actions:

Collect all pertinent information from client and explain next steps.

Timeline is important and therefore, necessary to contact SCCS IMMEDIATELY upon the realization of the contract project. Please include all pertinent information to SCCS and discuss follow-up plans.

Once SCCS is contacted, the communication between the Retail DC and SCCS will be logged and the retail design consultant will receive standard 3% commission on the subsequent sale.

DC should be aware of next steps by SCCS and follow-up with SCCS within a week to verify connection has been made and client is taken care of.

Failure to forward a contract/commercial sales opportunity per above policy may result in the loss of commission to the DC and/or disciplinary action.

Contract sales team members are also subject to the same rules. They must forward all residential orders to the appropriate store and on sale completion and will also receive a 3% commission.

SUMMER SC CLASSICS
HOME

RETAIL TRADE PROGRAM

SC Home would like to invite interior designers, architects, landscapers, general contractors, set designers and home stagers to enjoy the beauty and exquisite quality of our indoor and outdoor home furnishings. We offer exceptional furnishings designed and manufactured by Summer Classics and Gabby for *Life's Best Moments – Furnished*.

As a Trade Member, you will enjoy up to 10%* cash back OR 50% off MSRP on all qualified purchases from any SC Home retail store. You will also enjoy 3%* cash back on all qualified referred business to your nearest SC Home retail store.

Our team provides you and your clients the best service and expertise available allowing you the opportunity to use our showroom as your own. Our in-store resources and options are the perfect assets to bringing your clients vision to life and delivering a life-long relationship of quality, design, and comfort.

Trade Program Benefits

**** 50% off MSRP on all purchases of Gabby, Summer Classics or Wendy Jane when purchased by Trade Member***
OR
****10% cash back on purchases at current promotional offer when purchased by client (excluding accessories; discounts & cash back may not exceed 50% off Suggested Retail)***

Additional Program Benefits

**** 3% cash back for referring clients to your local SC Home retail location (manager approved)***
**** 20% off Exclusive 3rd Party Vendor and Accessories everyday (i.e. Tuuci, Firetainment, Emissary, Jaipur)***

To become a member, please fill out the application found in the eCat library and two qualifying documents from the list below:

Business card
Interior Design Certification (e.g. NCIDQ, CCIDC) or Valid membership to a major design organization (e.g. ASID, IIDA, AIA, NKBA, IDC)
Business or Resale License
W-9 Form

SUMMER CLASSICS
HOME

SC HOME TRADE PROGRAM
Commission Cover Sheet

Trade Member Name: ____________________
Business Name: ____________________
Phone Number: ____________________
Address: ____________________
Date of Invoice: ____________________
Invoice Number: ____________________
Sales Order Number: ____________________
Sales Order Amount: ____________________
10% Cash Back Amount: ____________________
3% Referral Cash Back Amount: ____________________

*Cash Back is only on the order subtotal. Freight and Tax do not apply.

Requests must be sent in within 24 hours of invoicing an order.

Stores must include the following documents when submitting cash back requests to Sheila Hudson:

Commission Cover Sheet: ____________________ ✓
W9 Form: ____________________ ✓
Copy of Sales Order Invoice: ____________________ ✓

SUMMER CLASSICS
HOME

OPENING AND CLOSING DUTIES

SUMMER CLASSICS HOME

END OF DAY BALANCING PROCESS

The following reports must be completed at the end of each day.

Bank Deposit Slip Report
Credit Card Settlement Report
Cash Deposit Slip
All A/R Reports (Gift Card/Wells Fargo Blocked Deposit)
Daily Register Balance Sheet

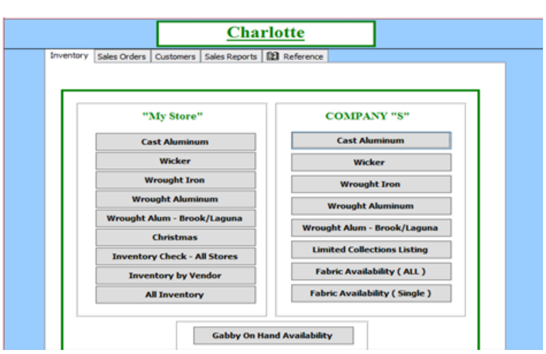
You must stay at the store until everything is resolved and you are balanced. All of the above must be scanned and sent to our Accounting Specialist before leaving the store each evening. The email subject line must read Store#/Balancing/Date (ex: Nashville Balancing 5-1-18).

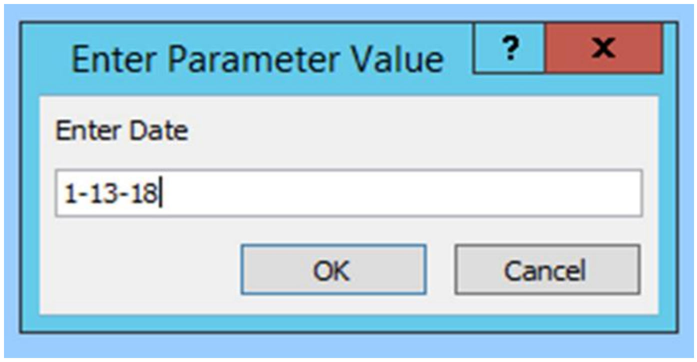
REPORT #1 – BANK DEPOSIT SLIP REPORT

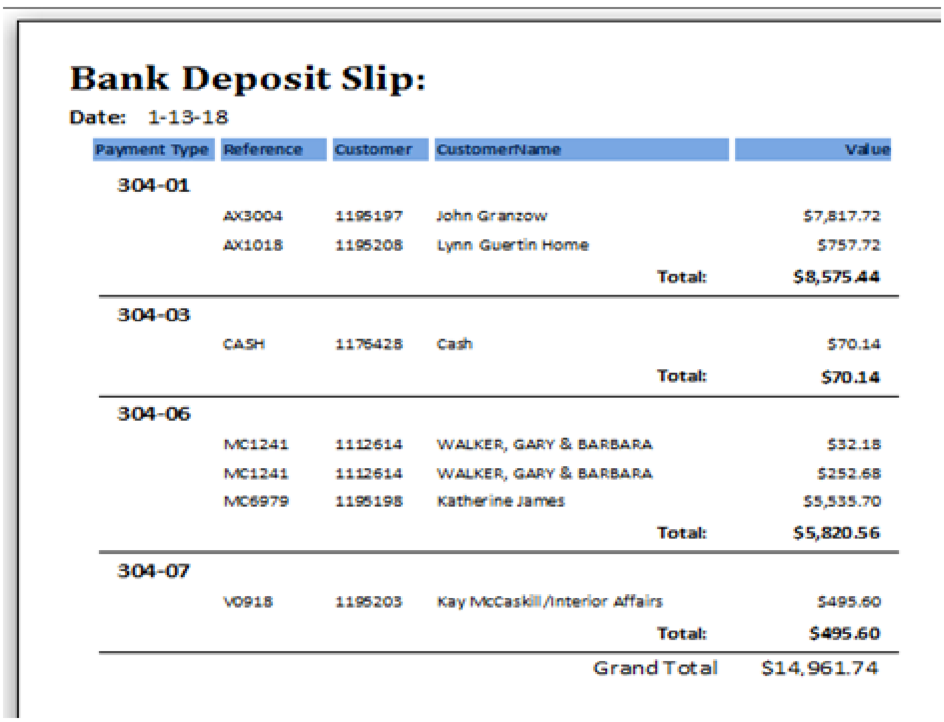
Log onto your Remote Desktop. Click on the "Store Reports" icon on your store desktop. Click on the "Sales Reports" tab then select the "Bank Deposit Slip Report". Enter current day's date in the "Enter Parameter Value" pop up box then select "OK". Print report that pulls up.

REPORT # 2 – CREDIT CARD SETTLEMENT REPORTS

Print "Credit Card Settlement Reports" from credit card processer machines and check them against the "Bank Deposit Slip Report" to make sure that all payments were entered into Syspro for the day, and that each transaction matches exactly what is on the Bank Deposit slip. Attach settlement to top-right side of Bank Deposit Slip Report.







Bank Deposit Slip:

Date: 1-13-18

Payment Type	Reference	Customer	CustomerName	Value
304-01				
	AX3004	1195197	John Granzow	$7,817.72
	AX1018	1195208	Lynn Guertin Home	$757.72
			Total:	$8,575.44
304-03				
	CASH	1176428	Cash	$70.14
			Total:	$70.14
304-06				
	MC1241	1112614	WALKER, GARY & BARBARA	$32.18
	MC1241	1112614	WALKER, GARY & BARBARA	$252.68
	MC6979	1195198	Katherine James	$5,535.70
			Total:	$5,820.56
304-07				
	V0918	1195203	Kay McCaskill/Interior Affairs	$495.60
			Total:	$495.60
			Grand Total	$14,961.74

For days where there are no sales, print a copy of the Bank Deposit Slip and write "0 sales" and include the date at the top.

REPORT #3 – CASH DEPOSIT SLIP

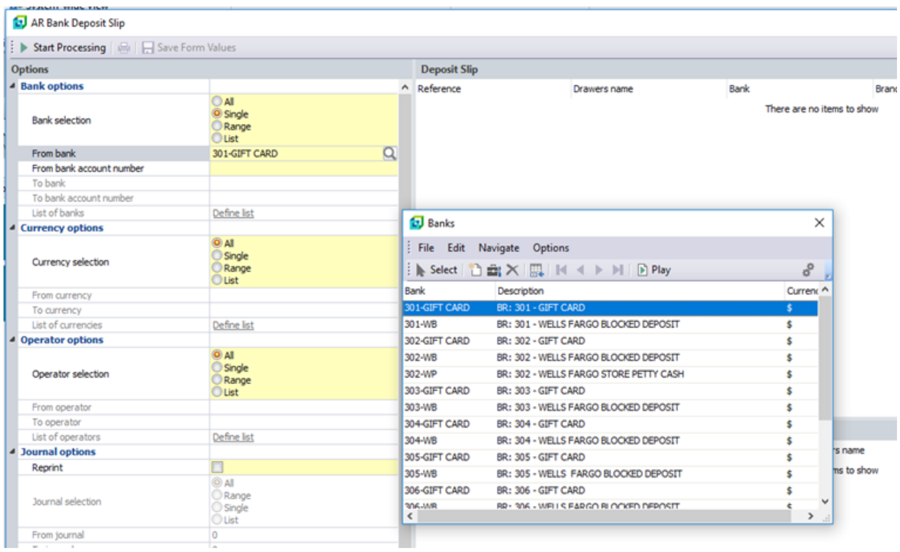
Before scanning the document, place the information as described in the following steps. (1) On the left side of the document, place the deposit ticket you take to the bank. (2) On the right side of the document, place the Bank Deposit Receipt. (3) on the Deposit Ticket, list the individual check by name with the amount of the check. (4) At the bottom, write in individual transactions that make up currency deposit.

REPORT # 4 – A/R BANK DEPOSIT SLIPS REPORTS

Log into Syspro. Under the program list window open the “Accounts Receivable Folder”, select the “Transaction Processing Folder”, then select the “AR Bank Deposit Slip” option. Save this in favorites for easy access daily. Once in the AR Deposit Slip screen follow the below steps.

Under “Bank Selection” select the “Single” option.
Select your store # and “Gift Card” option in the “From Bank” menu.
Next select the “Start Processing”. Print report that generates even if there is no gift card activity for the current day.
Repeat step 1, Under “Bank Selection” select the “Single” option.
Select your store # and “Wells Fargo Blocked Deposit” in the “From Bank” menu.
Repeat step 3, Next select the “Start Processing”. Print report that generates even if there are no checks or credit card activity for the current day.

Balance “AR Bank Deposit Slip Reports” with “Credit Card Settlement Reports” along with any checks and cash taken for the day. Ensure that the “AR Bank Deposit Slip Reports” and the “Bank Deposit Slip Report” match and balance.



REPORT # 5 – DAILY REGISTER BALANCE SHEET

Management must count the register at the end of each day and fill in all required information on the “Register Balance Sheet” in the corresponding month and day sheets. The “Register Balance” document has been provided to each store with their individual starting balance information. This must be sent with end of day balancing documents each evening.

Cash deposits must be pulled and prepared to deposit the following day bringing the register balance back to the starting balance each evening. Deposits must go to the bank within 24 hours. This includes depositing checks. Each day with cash transactions is required to be deposited separately. Never combine multiple day’s deposits into one deposit.

SUMMER CLASSICS
HOME

CASH POLICY

Nightly closing paperwork is required to be scanned over before CLOSING/LEAVING for the day.

Bank Deposit Slips from Access (if none – note: "NO DEPOSIT" on paperwork)
CC Settlement
Cash / Check Register Sheet

CASH REGISTER SHEET AND DEPOSIT RECORDING

Your cash drawer should always maintain $250.00. This is your cash available to make change and is constant. At the end of the day, start by pulling your Access report for cash/check intake for the day. Pull the cash out that is needed for your deposit to match what cash was taken in for the day. Proceed with making your deposit slip to match your cash/check intake from Access Report:

Deposit Slip listing each sale and cash/check associated to it
Cash – correct cash count associated to sale
Signatures of both associates assigned to review the cash drawer/deposit
Placed into Wells Fargo Anti-Theft Security Bag
Secured in safe overnight and assigned to a morning associate to open and deposit the following day.

You can count your cash drawer using the Cash/Check Register Sheet as follows:

Associate #1 - Count each type of cash – pennies, dimes, etc.
Associate #2 – Count each type of cash – pennies, dimes, etc.
Your cash drawer should remain at the $250.00 you started with
If you do not have $250.00 you started with – you are **NOT balanced!** Please be sure to recount the draw and work to uncover the miss
If you cannot determine why you do not balance, please call your manager, Store Support and/or Accounting Specialist for direction on next steps.
You will be held accountable for BALANCING!

Cash/ Deposits must be counted by 2 people at the end of each day before leaving. Deposit Slip with Receipt from Bank will need to be scanned to Accounting Specialist and Store Support by 11:00 am on the next day as follows:

Deposits are to be taken to bank every business day Monday – Saturday. **NOT optional**

Fill out column under "Deposited By" with Initials.

Scan a copy of Deposit Slip & Receipt from Bank to Accounting Specialist and Store Support.

If not turned in daily, you will be subject to disciplinary action.

Closing Team is responsible for reporting overage/shortage of cash and/or deposit on day of occurrence.

IF YOU DO NOT BALANCE, YOU MUST CONNECT WITH A REGIONAL MANAGER BEFORE LEAVING THE STORE. NO EXCEPTIONS!

REMOTE CUSTOMER ENTRY EOD PROCESS

CUSTOMER NEW ORDER ENTRY

Send the signed copy of eCat confirmation to Store Support. Ensure customer has signed the below. Also ensure that the DC has initial.

Credit Card Slip/Cash or Check Receipt
eCat Terms and Conditions
Pick up/Delivery policy (if applicable)

Write the 300# on top of paperwork (IT notification #). Write SPO (Special Order-meaning this item needs to be ordered from warehouse or vendor), CPU (Customer Pick-up-meaning customer will come back to pick up), or CT (Customer Took-meaning customer took with them and item will be invoiced). Ensure Delivery address and phone number are on paperwork. Ensure delivery type is written (3PL, Store Delivery, White Glove, Drop Ship, Customer Pick UP) by freight charge on eCat order. Initial next to each SKU ensuring you confirmed with customer this is what is to order. Write the payment method (if Credit card put first letter of credit card type and last four of their credit card number next to payment amount…ex. V1234). Write the remaining balance customer owes under total.

If an ENTIRE order was picked up or delivered, please send Store Support an email with the order number (300#) and signed copy (either 3PL POD or signed customer order acknowledgement). If PARTIAL of the order was picked up or delivered, please scan a copy of the eCat order to Store Support and write CT (Customer Took) on each line that was picked up or delivered. (Please provide a 3PL POD or signed customer order acknowledgement)

PRODUCT RECEIVED (SCT OR PO)

Scan a packing list to Store Support and ensure each item you received is circled as you received the entire quantity or notate received 1 of 2 for example if you don’t get all and may be missing some items.

END OF NIGHT CLOSING

Scan each credit card machine settlement reports. If no monies were taken, please put that in email. Count Cash register and fill out spreadsheet (ensure there are two people who count) and send in email with credit card settlement report. Scan any deposit slips and receipt made at bank (cash or check). Fill out Daily Sales spreadsheet on SharePoint

****Each day anything that comes or leaves your building should be sent in. If you have any questions or concerns, please reach out to Store Support) ****

SUMMER CLASSICS
HOME

Confirmed

Ref #: **45509-031420-388-2**

SUMMER CLASSICS
LIFE'S BEST MOMENTS FURNISHED

Submit Date: 3/14/20
Cust PO:
Origin: Pelham Showroom
Terms:
Ship Date:
Tag for:
Ship Pref: As Available
Marketing Info:
Address Type:
Delivery Type:
Delivery Notes:

Ordered by:
Richard Palmersheim
414-840-3226
uwmadison@aol.com

Written by:
Emma Matthews
emmam@summerclassics.com
205-358-9400

SC Home - Birmingham
3140 Pelham Parkway
Suite 600
Pelham, AL 35124
T:205-289-8263
www.SCHome.com

Bill to: ()
Richard Palmersheim

SMF

Ship to:
Richard Palmersheim
10635 North Woodcrest Drive
Mequon, WI 53092

Notes:

301-1006876

	Item #	Description	Qty	Price	Ext. Price
SM	828:S_FAB-A:S_NONE 	Provance Arm Chair Cushion Fabric: 743-A-Arbor Mustard Option 2: N-None (50% discount, original price $99.00)	6 SPO	$49.50	$297.00
SM	889:S_FAB-A:S_NONE 	Provance Lounge Chair Cushion Fabric: 743-A-Arbor Mustard Option 2: N-None (50% discount, original price $389.00)	1 SPO	$194.50	$194.50
SM	850:S_FAB-A:S_NONE 	Provance Ottoman Cushion Fabric: 743-A-Arbor Mustard Option 2: N-None (50% discount, original price $149.00)	1 C/T	$74.50	$74.50
SM	888:S_FAB-A:S_NONE 	Provance Sofa Cushion Fabric: 743-A-Arbor Mustard Option 2: N-None (50% discount, original price $1,179.00)	1 C/T	$589.50	$589.50

SUMMER CLASSICS
HOME

Richard Palmersheim   Order #45509-031420-388-2   Order date: 3/14/20

Item #	Description	Qty	Price	Ext. Price
8W 821:S_FAB-A:S_NONE 	Provance Chaise Lounge Cushion Fabric: 743-A-Arbor Mustard Option 2: N-None (50% discount, original price $389.00)	1 SPO	$194.50	$194.50
8W 888P:S_FAB-B:S_NONE 	Provance Sofa Cushion Note: Goes with 40642 Fabric: 238-B-Classic Belgian Linen Option 2: N-None (50% discount, original price $1,749.00)	1 SPO	$874.50	$874.50
8W 886P:S_FAB-B:S_NONE 	Provance Lounge Chair Cushion Note: Goes with 40672 Fabric: 238-B-Classic Belgian Linen Option 2: N-None (50% discount, original price $589.00)	1 SPO	$294.50	$294.50

Approx. Cubes: 68.17   Approx. Weight: 136.5

Merchandise Subtotal	$2,519.00
Approx. Sales Tax	$226.71
Drop Ship Delivery Fee	$198.00
Net Merchandise Total	$2,943.71

Pd 50% 1,471.86
V1234
Remaining Bal. $1,471.85

50% non-refundable deposit required on all special-order merchandise.
Cancelled and/or returned items will be charged return delivery charge.
Accessories may be returned and/or exchanged within 7 days.
All returns require original receipt and new condition.
All orders require a 50% deposit.
All orders in stock and ready for delivery will be subject to a 3% holding fee.
Final payment must be made before scheduling delivery.
We very much appreciate your business and look forward to furnishing your home.
Cash/Check original payments for refunds will be issued in a form of a check in 7-10 business days.

Signature: ________________

From: No_Reply <No_Reply@summerclassics.com>
Sent: Saturday, March 14, 2020 11:07 AM
To: eCat Summer Classics Retail <eCatSummerClassicsRetail@summerclassics.com>
Cc: Shared PelhamShowroomEcat <SharedPelhamShowroomEcat@summerclassics.com>
Subject: [eCat Import Service] [Success] - Branch 301 - Sales Order 301-1006876 - [Pelham Showroom]

eCat Sales Order Import

Result	Success
eCat Site	Summer Classics Retail
eCat Order Number	45509-031420-388-2
SYSPRO Branch	301
Store Name	Pelham Showroom
Customer ID	1219989
Customer Name	RICHARD PALMERSHEIM
Customer P/O Number	45509-031420-388-2
Sales Order	301-1006876

Please see attached files for more information...

Service Name	eCat Sales Order Import
Machine Name	7SYSPRO
IP Address	192.168.0.58

Msg Ref NFY-52429

SUMMER CLASSICS HOME

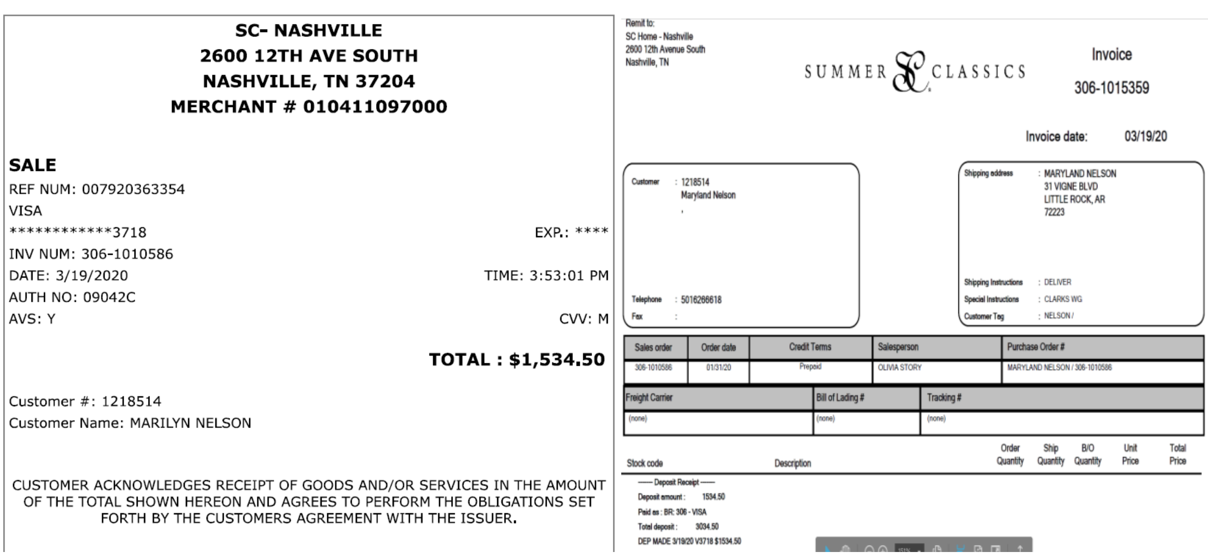
PROCESSING REMOTE CREDIT CARD CHARGES PROCESS/EOD PROCESS

Please note Trish works M-F 6:30 am -3:30 pm. For all CC received after 3:30 may not be processed until next business day

**IF you do not have a printer/scanner access please see document below instructions that talks to how to print PDF copies, where you can save and attach via email. **

PROCESS

Design Consultant confirms order through eCat. Design Consultant sends Credit Card Authorization document to customer to fill out. Customer fills out and returns to Design Consultant. Design Consultant forwards Credit Card Authorization form to Store Manager/Ops (whoever is dedicated order entry for the day). Store Manager will open the order and fill out all information (including tax information). Store Manager/Ops sends Trish (patriciat@summerclassics.com) and Store Support email with the order number and customer name in header of email. They will attach the credit card authorization form. Trish will charge the credit card based on Credit Card Authorization form (please see example of what it will look like below)



SC- NASHVILLE
2600 12TH AVE SOUTH
NASHVILLE, TN 37204
MERCHANT # 010411097000

SALE
REF NUM: 007920363354
VISA
************3718 EXP.: ****
INV NUM: 306-1010586
DATE: 3/19/2020 TIME: 3:53:01 PM
AUTH NO: 09042C
AVS: Y CVV: M

TOTAL : $1,534.50

Customer #: 1218514
Customer Name: MARILYN NELSON

CUSTOMER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CUSTOMERS AGREEMENT WITH THE ISSUER.

Remit to:
SC Home - Nashville
2600 12th Avenue South
Nashville, TN

SUMMER CLASSICS

Invoice
306-1015359

Invoice date: 03/19/20

Customer : 1218514
Maryland Nelson
,
Telephone : 5016266618
Fax :

Shipping address : MARYLAND NELSON
31 VIGNE BLVD
LITTLE ROCK, AR
72223
Shipping Instructions : DELIVER
Special Instructions : CLARKS WG
Customer Tag : NELSON /

Sales order	Order date	Credit Terms	Salesperson	Purchase Order #
306-1010586	01/31/20	Prepaid	OLIVIA STORY	MARYLAND NELSON / 306-1010586

Freight Carrier	Bill of Lading #	Tracking #
(none)	(none)	(none)

Stock code	Description	Order Quantity	Ship Quantity	B/O Quantity	Unit Price	Total Price

------ Deposit Receipt ------
Deposit amount : 1534.50
Paid as : BR: 306 - VISA
Total deposit : 3034.50
DEP MADE 3/19/20 V3718 $1534.50

Trish will respond to original email and email the receipt for the customer payment and the deposit ticket for customer in Syspro. Store Manager/Ops will print both documents (customer receipt and deposit) and attach to customer order. Store Manager/Ops will create SCT or invoice order depending on if new order or delivered to be invoiced.

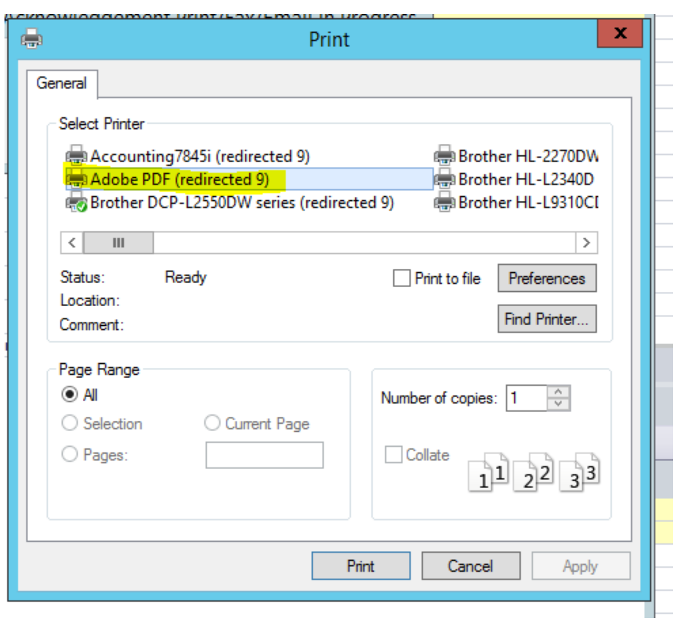
For End of Day (EOD) Store Manager/Ops will run Access Bank Deposit report, Syspro A/R report, and <u>all</u> receipts Trish sends to you. Please make sure all documents are in one file to make it easier for Sue to reconcile. Send EOD email to Sue, VP of Retail, and Store Support like you normally would.

** Please note if you are at the store for appointments only and run payments thru terminal you will have to settle the machine and attach as normal EOD process along with any remote payments Trish processes. **

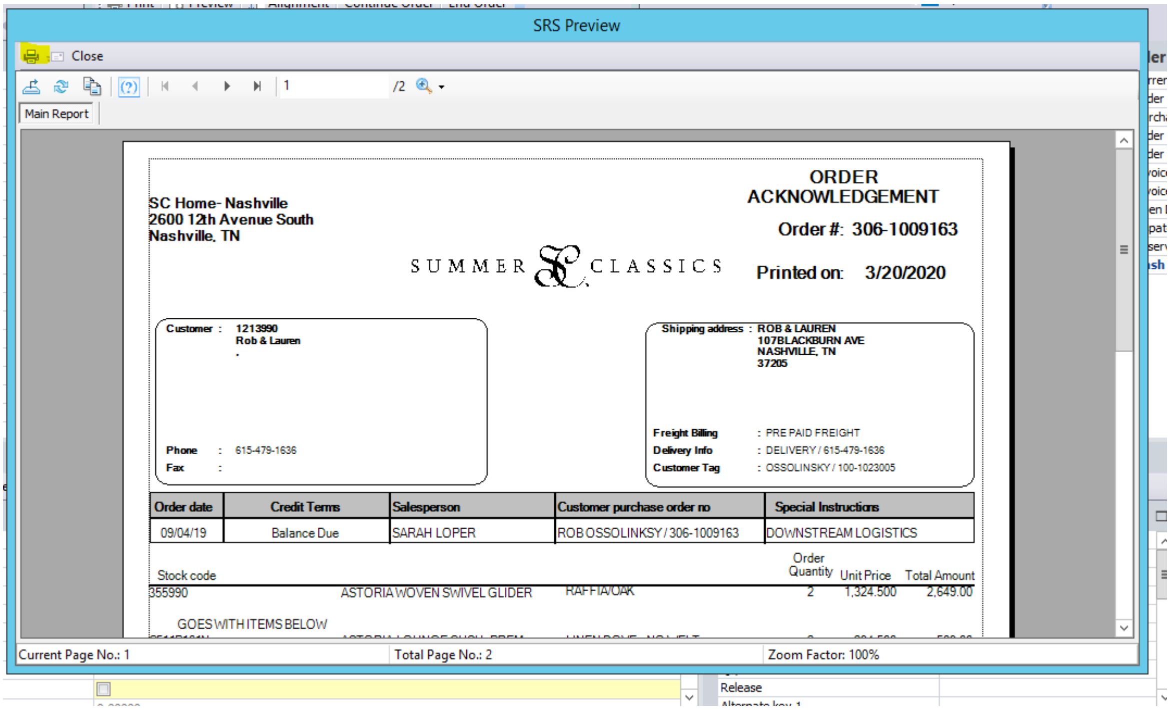
ADOBE PRINT PROCESS

If you don't have scanner you can save to a document in Adobe Print format, follow below.

Click Print. Find under select Printer "Adobe PDF."



File opens and click print icon.



Save in your files on computer.

SUMMER CLASSICS®
HOME

CREDIT CARD AUTHORIZATION FORM

Cardholder Name: _________________________ (Exact name on card)

Billing Address: _____________________________________

Cardholder Phone Number: (_____) _____________________

E-mail: _____________________

Credit Card Type: _______Visa_____Mastercard__AMEX____Discover__Other

Credit Card Number: ________________________

Expiration Date:______/____(mm/yy)

Card Identification Number (last 3 digits located on the back of the credit card): _______

Amount to Charge: $______________(USD)

AUTHORIZATION

I authorize Summer Classics to charge the agreed amount listed above to my credit card provided herein. I agree that I will pay for this purchase in accordance with the time frame set forth by Summer Classics.

CARDHOLDER – Print Name, Sign and Date Below:

Signed:____________________________________

Dated:____________________________________

Name:____________________________________

DESIGN CONSULTANT OPENING CHECK LIST

Opening Check List WEEK OF ___________________	DAILY TASKS (PLEASE INITITAL TASK COMPLETED)						
	DESIGN CONSULTANT SIGN OFF						
OPENING	M	T	W	Th	F	S	S
Clock In							
Check Messages							
Turn on TV/SC Video Loop DVD							
Turn on Music							
Put up Umbrellas Outside							
Put POP Signs Outside							
Fluff Deck/Outside Merchandise							
Water Plants Daily							
Take Furniture Outside							
Miracle Grow (Mondays)							
Replenish Catalogs and Trifolds							
Unlock Cash Box/Register							
Check Mailbox							
Concessions Stocked							
Fluff Store (Tidy Design Center/Vacuum Rugs/Spot Clean/Straighten Cushions)							
Update ECAT on iPad							
Light Bulbs Checked/Burnt Out Bulbs Replaced							
Check Emails							
Thermostat Checked							

SUMMER CLASSICS HOME

DESIGN CONSULTANT CLOSING CHECK LIST

	DESIGN CONSULTANT SIGN OFF						
CLOSING	M	T	W	Th	F	S	S
Turn Music and TV Off							
Bring Outdoor POPs Inside							
Put Down Outdoor Umbrellas							
Fluff Store (Tidy Design Center/Vacuum Rugs/Spot Clean/Straighten Cushions)							
Trash to Dumpster							
Design Center Organized							
Concessions Restocked							
All Payments Entered into Syspro							
AR Bank Deposit Slip Report Printed							
Bank Deposit Slip Report Printed, Balanced, & Emailed							
Credit Card Machine Settlement Attached to Reports							
All Payments on Receipts Balance with Reports							
Daily Sales Goals Document Filled Out and Emailed							
Syspro Closed							
Count Register and Ensure you Balance							
Lock Cash Box/Register							
Daily Traffic Report / Quote Tracker Updated							
Set Phone to Away							
Turn Lights Off							

CLOSING EARLY PROCESS

Please identify any weather issues as early as possible and reach out to the VP of Retail – preferably by phone to discuss.

If the weather concerns are relative to your opening – you are required to reach out to the VP by no later than 2 hours before opening to determine next steps. If it is a sudden case, that would be an exception but would still require immediate communication.

When determining whether to close your store for any reason, it is important that you identify what other businesses in your area are doing, identify your staffing for the day and what challenges they may have. If stores in your area are open – work to find a way to be open and/or determine why it would be necessary for you not to open

Safety is an utmost concern and thinking thru this as a business owner, very important. This may require you to make schedule changes, open late, close early, etc. If we decide not to open first thing, a check in is required by noon to reevaluate the day and store/weather conditions. All communication should come from the SM to the VP. If you have an acting manager because you are off, they should communicate directly to the VP on your behalf.

Once a determination has been made – please continue to connect with your team on their safety and email the VP of any updates as well as to verify that you and your team are all ok.

Stores must post our Inclement Weather Closed Sign on the front door. Do not post a hand-written sign.

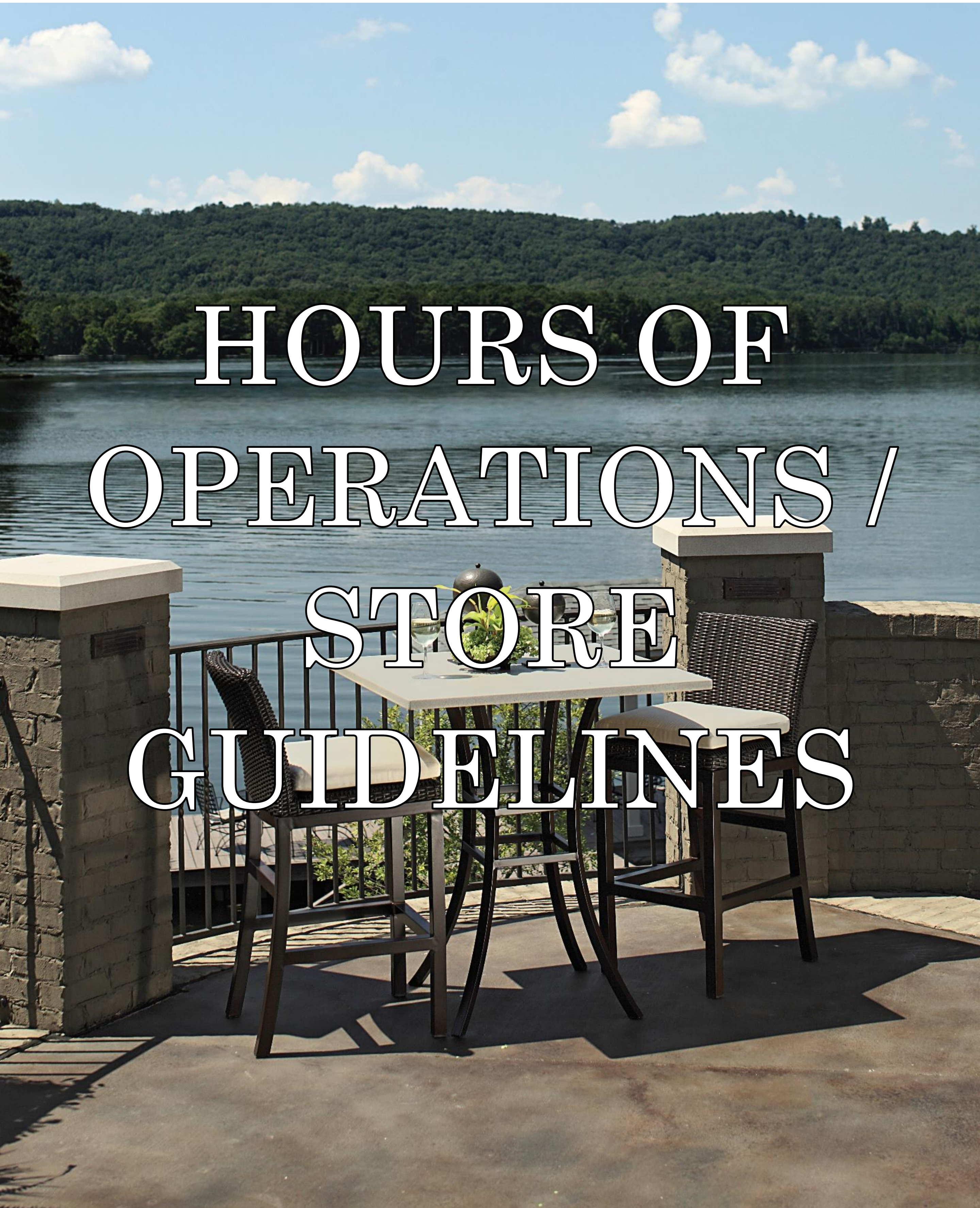
*Note: You will be provided with Holiday Store Closed signage prior to any scheduled closure date.

SUMMER CLASSICS HOME

SORRY WE'RE CLOSED DUE TO INCLEMENT WEATHER

SUMMER CLASSICS
HOME

HOURS OF OPERATIONS / STORE GUIDELINES



RETAIL STORE GUIDELINES

Each store should have a sign displaying the current store hours that is visible during and outside of store hours. The “Join Our Team” sign should be next to the store hours sign. These signs are provided by the Marketing Department.

STORE HOURS OF OPERATION

A member of management must always be in the store during all operational hours. Operational hours begin 30 minutes prior to the store opening for business hours and end once the store has completed everything on the Closing Checklist.

Design Consultants must be scheduled to arrive a minimum of 30 minutes prior to opening the store.

All store locations are required to be open for business 7 days of each week with the minimum hours of Operations are as follows:

Day	Store Business Hours	Store Operational Hours
Monday	10am – 6pm*	9:00am – 6:30pm
Tuesday	10am – 6pm*	9:00am – 6:30pm
Wednesday	10am – 6pm*	9:00am – 6:30pm
Thursday	10am – 6pm*	9:00am – 6:30pm
Friday	10am – 6pm*	9:00am – 6:30pm
Saturday	10am – 6pm*	9:00am – 6:30pm
Sunday	12pm – 5pm*	11:30am – 5:30pm

*By appointment outside of these hours
*Closed only after the last customer has left and/or business is complete for the day
*Last day of the month will be open late to accommodate all business needs

HOLIDAY WORK HOURS

All store locations are required to be open with normal hours of operation unless marketed closed on the following holidays:

Easter	CLOSED
Memorial Day	OPEN - FLOATING HOLIDAY
Independence Day	CLOSED
Labor Day	OPEN – FLOATING HOLIDAY
Thanksgiving	CLOSED
Black Friday	OPEN – FLOATING HOLIDAY
Christmas Eve	CLOSED – IF FALLS ON SAT OPEN 10-3
Christmas	CLOSED
New Year's Eve	OPEN
New Year's Day	CLOSED

MUSIC

Music is uniform across all stores, and it is provided by Mood Profusion IS Players. Throughout the year, a custom mix of songs will be played along with a holiday mix at Christmas. If you experience any issue with your music, please submit IT ticket.

QUARTERLY CLEANING

1.) Deep Clean-Outside:
   a. Clean cushions
   b. Wipe down frames
   c. Spray off deck
   d. Inspect for maintenance (re-stain/painting, check boards for decks, power wash exterior, electrical check to see if exterior lighting is working (especially seasonal time changes))
   e. Plantings-change out if needed/check exterior for weed control
   f. Quality control on product-checking for any damage (touch up) or move to clearance and order replacement
   g. Window cleaning- preferably monthly
   h. Sweeping/blowing off floor

   i. Walk exterior for trash

2.) Deep Clean-Interior:
   a. Clean interior windows/mirrors/cabinet glass
   b. High area dusting
   c. Ceiling tile replacement (if applicable)
   d. Move furniture to mop/dust under that would be missed during regular cleaning
   e. Breakrooms-wipe out all appliances, throw away old food/condiments
   f. Closets-organize and clean out
   g. Quality Control on product-check for any damage or move to clearance and order replacement
   h. Design Studio-check to make sure you have all supplies, fabrics, and remove any shoved items
   i. Check Out Areas-clean out and organize. Remove any clutter.

3.) Deep Clean warehouse:
   a. Mop floor
   b. Inspecting rafters to ensure they are sturdy
   c. Check supplies (bags, tags, catalogs, MKT materials, POP sign holders).

SUMMER CLASSICS HOME

SMART SCHEDULING FOR RETAIL

Store Hours are below. The policy manual will be updated at the same time. This includes the updated holiday communication.

Day	Hours of Operation
Sunday	12-5pm*
Monday	10-6pm*
Tuesday	10-6pm*
Wednesday	10-6pm*
Thursday	10-6pm*
Friday	10-6pm*
Saturday	10-6pm*

** By appointment outside of these hours*
** Closed only after the last customer has left and/or business is complete for the day*
**Last Day of the month will be open late to accommodate all business needs*

Retail hours will be the same in peak and non-peak season. **Peak season** is defined as *March 1 through May 31st. *This may vary depending on your store's location. Partner with your regional to determine your in-season time frame.*

Schedules should be completed by the **20th** of the previous month.

All manager time off requests should be turned into your regional and retail VP 30 days prior to the next month.

During peak season, time off requests should be limited to life events such as weddings or funerals. Associates should **not** request any vacation time during in season.

1 weekend off per month is **optional** with the following parameters: a. Store

must be FULLY staffed.

You may have the ability to extend your store hours for specific promotional events. Partner with your regional for approval.

Always write your store schedules to the business, versus the time off requests from your team.

Black out Days: those days that the management teams must work: The last day or weekend of each sale.

The last day of the month.
Full weekends *of Tent Pole Events: President's Day, Labor Day, 4th of July, Memorial Day, and Black Friday.*
The week before inventory.

When you start your schedule, start by inserting sale dates, all black out days, holidays, special events, **then** insert requests. Be cognizant of your stores power hours or busy days of the week.

SUMMER CLASSICS HOME

COVID-19 GUILDELINES

In response to the COVID-19 situation we are currently facing, we have implemented several measures to ensure our workplaces stay clean and healthy. This includes regularly scheduled deep cleaning, placement of hand-sanitizing stations, and making cleaning solutions and wipes available throughout the workplace. We also need your help to ensure our workplaces stay clean and health.

DAILY CLEANING ROUTINE

Clean all counter tops, front desk, design center work areas, desks in offices, and breakroom table.

Leave doors open when we can less to touch by us and the customer.

Electronics must be wiped down with Disinfectant wipe after single use. Allow time to dry and do not wipe off with cloth. Do not use other team members phones, computers, desk, credit card machines, work tools or other equipment. iPad's may only be used by single owner. Please keep in area where they do not come in contact with another device.

Bathrooms will require cleaning immediately after use including wiping of sink, handles, toilet, light switches, and doorknobs. Kitchens will require cleaning immediately after use including sink, all appliances, tabletop, chairs and taking out of personal trash.

Wipe down the client reception area after every client use. Provide a sanitized pen, paper & bin. Use a clipboard for holding a credit card for charging and wipe down afterward. Have clean pens for customers to use separately from other ones in the store wipe down afterward.

Lysol all Hanging Fabrics or Fabric Samples, Finished Samples, Rugs, Notebooks and Catalogs when used by Summer Classics Employee only. Wipe down all cabinets and surfaces in the Design Studio after use.

PRODUCTS TO USE

CHECKLIST FOR SANITIZED

Items:	10 AM	12 PM	2 PM	4 PM	6 PM
Doorknobs / Light Switch					
Windows					
Bathrooms: Sinks, Toilet, Hard Surfaces					
Kitchens: Tables, Seat, Microwaves, Fridge					
Offices / Desk					
iPad / Desktops					
Pens / Pencils					
Phones					
Credit Card Machines					
Binders					
Clipboards					
Printers					
Design Studio					
Front / Back Desk Surfaces					
Client Reception Area					

CLEANING PRACTICES

Stores will clean the following multiple times a day:

Bathroom
iPad
Counter Tops
Door Handles

Windows
Kitchen
Office Supplies
Design Studio
All Surfaces/Furniture Touched
All Sales Props

Use personal soap and water before, during, and after preparing food, before eating food, after using the bathroom, or cleaning bathroom, after blowing your nose, coughing, or sneezing, after touching garbage, and if your hands are visibly dirty or greasy. When using personal soap and water, lather your hands by rubbing them together with the soap. Scrub all surfaces of your hands, including the palms, backs, fingers, between your fingers, and under your nails. Keep scrubbing for 20 seconds. Need a timer? Hum the "Happy Birthday" song twice. Rinse your hands under clean, running water. Dry your hands using a clean towel or air dry them.

Each store will have individual sanitizer pumps throughout the stores and on client receptionist station. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol, and wash with soap and water as soon as you can. * Do NOT use hand sanitizer if your hands are visibly dirty or greasy. Wash your hands with soap and water instead. *

WEEKLY PROFESSIONAL CLEANING

Stores will adhere with 2 weekly cleanings and 1 deep cleaning per month by contracted cleaning crews.

SAFER AT WORK GUILDLINES

Maintain store overall occupancy per current standards.

Employees will be required to have their temperature taken before the start of their shift per the Safety Manager Guidelines attached. If the Employee has a temperature over 100 degrees Fahrenheit, the employee will be sent home per COVID19 procedures. Employees will also be asked to verify they do not have any COVID-19 related symptoms.

Employees will be required to wear a face mask or face covering as listed below at all times.

Employees will have access to gloves.

Employees will always maintain 6 ft. of social distancing at all times with employees, visitors, and clients.

Enhanced sanitation measures and daily best practices by all employees. Door entrances and exits will be sanitized at least three times a day. Employees will be required to Hand Sanitize when entering the showroom. Clean hands at regular intervals during the shopping experience. Hand Sanitizing stations and trash receptacles will be located throughout the showroom. All equipment will be frequently cleaned and sanitized by the SC Home team.

Handshaking will be prohibited and any other unnecessary person to person contact.

Employees must take breaks and meals outside, in personal workspace, or such other areas where social distancing is attainable.

All meetings and conferences will be held virtually, whenever possible.

Design Studio access will be limited to employees only. Clients will be allowed to request fabrics, samples, etc. from an SC Home employee. The employee will pull and lay out any samples for the client to review. Once the client has finished with the samples, the employee will collect, sanitize, and return to the Design Studio.

All purchases will be made at the "Client Reception Area" which will be dedicated to clients ONLY. Clients will have a sanitized area to sit and review their quote/purchase.

The following items will be provided for the client to complete the sale: sanitized table, pens, and bin with CC Authorization Form. We will then wipe down all pens, paperwork, and table once the client leaves. Once they accept the terms the order will be

sent to their email and/or printed for them to sign. They will be requested to fill out a CC authorization form electronically and/or paper – their preference. If they choose to authorize their order via paper, they will place the signed documents in the OUT BIN. Once we have processed the payment and order – their receipt will be sent back to them via email along with Delivery/Pick-Up Information.

All "To Go" purchases will be Wrapped accordingly. Items under 50 lbs. will be placed in your vehicle by the SC Home team. Items over 50 lbs. requiring more than 1 person to move, lift, carry will need to have 6 ft of safe distancing and be the sole responsibility of the client to transport from the showroom.

KEY ALARM

I, ____________________-____ am receiving a key and alarm code to Summer

Classics Home in __________________________________.

I will honor the following hours of operations:

Monday – Saturday	8:00 AM – 8:00 PM
Sunday	11:00 AM – 7:00 PM

Any need to occupy or enter the building outside of the business hours above needs to seek approval from Store Manager.

No key shall be transferred from one person to another without being returned to the Store Manager for appropriate re-issue

Upon termination of employment, all keys must be immediately returned to the Store Manager

______________________________	______________________________
Employee	Manager
______________________________	______________________________
Date	Date

SUMMER CLASSICS HOME

RETAIL BLITZ CAMPAIGN

Intention: How to get stores that are +25% down to plan back up quickly by EOM

WHAT IS RETAIL BLITZ?

If, by the 15th of the month, your store is 25%+ behind goal attainment projection, it is time to engage all open quotes to ask for the business. Retail Blitz is an opportunity to offer a limited time discount in combination with a completed In-Home Design Consultation (House Call). This is your best opportunity to MAKE WRITTEN SALES GOALS, FILLING YOUR WRITTEN BUSINESS FUNNEL, so that invoicing can continue to build and flow over the coming weeks and months.

ALL OPEN QUOTES (END USER CLIENTS ONLY)

Step 1: Engage with a phone call on Day 1, asking for an appointment to review their project in home.

Step 2: Follow up with a personalized email on Day 3, asking for an appointment to review their project in home.

APPOINTMENT SETTING GUIDELINES

(1) Engage with your Management Team to ensure floor coverage.

(2) Log all calls and emails into Sugar for each Prospect.

(3) If DC is unsure of exactly who will be in the home during the House Call, or if there are any questions around the safety of a particular call, arrange for ASM / another DC to join.

(4) While onsite, take copious notes about the spaces the client has asked for help with. In addition, ask if there are other spaces they had considered working on, and if so, what was the timeline for those projects. Include those spaces in your measurement notes and prepare a first draft presentation as an addendum to their original request.

HOUSE CALL

Ensure House Call Go Bag is ready and up to date:

-Current SC Catalog
-Current Gabby Catalog
-Current SC fabrics and finish samples
-Current Gabby fabrics
-Graph Paper notebook and pencils
-iPad with Room Sketcher pre-loaded and eCat ready.
-25' and 100' tape measures.
-Current Sherwin Williams paint wheel

After House Call is complete, a design presentation should be presented to include:

-Room Sketcher floor plan
-ECat quote
-PPT presentation with photos of the primary furniture items involved in each room, photos of the fabric(s) and finishes suggested, and ancillary items and accessories must be completed within 48 hours.
-Scheduled follow up appointment in store to review the plan and choose fabrics, finishes, and accessories.
-Present addenda for additional spaces and ask for feedback. File space plans and notes into Sugar for future reference.
-Finalize the sale.
-Ask for referrals and offer the same discount.

MARKETING

Offer: Save an Additional 10% OFF your Entire Order when you agree to an In-Home Design Consultation with your Design Consultant. Our Professional Design Consultants have the tools, the experience, and the expertise to measure your space(s), take notes and photos of existing fixtures, wall colors, flooring, windows and more. As a result, they will design the room spaces of your dreams, ensuring all pieces achieve the proper scale, functionality, and most importantly, the style you have in mind. Let us do the hard work, and we will help bring your design dreams to life!

Tip: *Develop mastery of the tools (room measuring and recording, Room Sketcher app, Powerpoint for Design Presentation, and fabric and finish samples) with practice and role play.*

Sample Call Script: Good afternoon, _________! It is ________ from Summer Classics Home. I know we have talked a few times about the items you have been looking at for your upcoming project. I wanted to let you know that we are offering a special promotion to help you make up your mind: an Additional 10% OFF your Entire Order when you agree to an In-Home Design Consultation. What that means, is if you will allow me to come out to your home to take measurements, place your items into a floor plan, and set up a fresh presentation for you, we will offer you an additional 10% OFF! This offer is intended to help our team become more familiar with some new tools, and to help make sure we show you how beautiful your room space(s) can be…. It is a win-win! I would like the opportunity to earn your business… and if we do well, we will ask for your referral.

Sample Email or Text Script: Good afternoon, _________! It is ________ from Summer Classics Home. I know we have talked a few times about the items you have been looking at for your upcoming project. I wanted to let you know that right now, we are offering a special promotion to help you make up your mind: an Additional 10% OFF your Entire Order when you agree to an In-Home Design Consultation. What that means, is if you will allow me to come out to your home to take measurements, place your items into a floor plan, and set up a fresh presentation for you, we will offer you an additional 10% OFF! This offer is intended to help our team become more familiar with some new tools, and to help make sure we show you how beautiful your room space(s) can be…. It is a win-win! I would like the opportunity to earn your business… and if we do well, we will ask for your referral. If interested, please reply with a couple time slots that you might have available. Based on the size of your project, I would estimate that we would be in your home for approximately _____ minutes. I look forward to getting started on your new Design-Curated Room Space.

SUMMER CLASSICS HOME

VISUAL

SUMMER CLASSICS HOME

FLOOR MODEL SALES PROCEDURE

Work with visual to identify the items that need to be sold off to make room for upcoming floor sets

Once all are identified, refer to Floor Sell-Off Document found in SharePoint.

Under each tab (Deep Seating, Dining, Misc. Pieces, Gabby Upholstery, Toss Pillows/Cushions, Umbrellas, and Rugs) fill in each collection (be careful not to delete cells as there are formulas to calculate the price). See image below after filling in.

Floor Sell-off Raleigh-305

Collection:	Astoria Group						1-Jul	1-Aug	1-Sep	1-Oct	
Item	**Sku**	**Finish**	**Fabric #**	**Unit Price**	**Qty**	**MSRP**	**40%**	**50%**	**60%**	**70%**	**Note's**
Sofa	355424	OY	NA	23	5	$115.00	$69.00	$57.50	$46.00	$34.50	**Current Price**
Cushion	C515P	NA	1234W1234	$1,698.00	1	$1,698.00	$1,018.80	$849.00	$679.20	$509.40	**Fabric Discoed**
Lounge	355524	OY	NA	$1,939.00	1	$1,939.00	$1,163.40	$969.50	$775.60	$581.70	
Cushion	C511P	NA	02N	$456.00	1	$456.00	$273.60	$228.00	$182.40	$136.80	
Swivel	355924	OY	NA	$1,689.00	1	$1,689.00	$1,013.40	$844.50	$675.60	$506.70	**Chip on base**
Cushion	C511P	NA	897W212	$456.00	1	$456.00	$273.60	$228.00	$182.40	$136.80	
Pillow-14	867	NA	654W1235	$109.00	2	$218.00	$130.80	$109.00	$87.20	$65.40	
Pillow-18	C110	NA	101W345	$210.00	2	$420.00	$252.00	$210.00	$168.00	$126.00	
Coffee	355824	OY	NA	$790.00	1	$790.00	$474.00	$395.00	$316.00	$237.00	
End	355724	OY	NA	$389.00	2	$778.00	$466.80	$389.00	$311.20	$233.40	
						$0.00	$0.00	$0.00	$0.00	$0.00	
Totals					17	$8,559.00	$5,135.40	$4,279.50	$3,423.60	$2,567.70	
Sales order #	305-1003433					**This is an example of how a cell will look when completed**					

Collection:	Avondale Teak/Cordial Cla										
Item	**Sku**	**Finish**	**Fabric #**	**Unit Price**	**Qty**	**MSRP**	**40%**	**50%**	**60%**	**70%**	**Note's**
Lounge	29604	NAT	NA	$1,389.00	1	$1,389.00	$833.40	$694.50	$555.60	$416.70	**Current Price**
Cushion	C268P	NA	122N	$569.00	1	$569.00	$341.40	$284.50	$227.60	$170.70	**Fabric Discoed**
Ottoman	29614	NAT	NA	$759.00	1	$759.00	$455.40	$379.50	$303.60	$227.70	
Cushion	C269P	NA	122N	$229.00	1	$229.00	$137.40	$114.50	$91.60	$68.70	**#-8**
						$0.00	$0.00	$0.00	$0.00	$0.00	
						$0.00	$0.00	$0.00	$0.00	$0.00	
						$0.00	$0.00	$0.00	$0.00	$0.00	
						$0.00	$0.00	$0.00	$0.00	$0.00	
						$0.00	$0.00	$0.00	$0.00	$0.00	
						$0.00	$0.00	$0.00	$0.00	$0.00	
						$0.00	$0.00	$0.00	$0.00	$0.00	
Totals					4	$2,946.00	$1,767.60	$1,473.00	$1,178.40	**$883.80**	
Sales order #											

Deep Seating | Dining | Misc Pieces | Gabby Upholstery | Toss Pillows & Cushions | Umbrellas | Rugs

You can also make notes as seen in image above with any damage, disco fabric, or reason to let the DC know why.

Put the Month of the different prices. Above, you can see it started at 40% off on July 1 and by Oct. 1 if it wasn't sold it can be sold for at 70% off.

Take a picture of the collection and put off to the right side for ease of finding.

Update daily as items are sold off to ensure accuracy and keeping your team up to date. This should be managed by the Ops person in your store in collaboration with the Store Manager of the structure of the pricing cadence.

Put the sales order the set was sold to for easy reference for inventory time.

Highlight the entire collection in yellow (as seen above) for easy reference as well.

Print and distribute to your selling staff (as necessary) based on updates.

SUMMER CLASSICS ITEMS

Work with visual to identify the vignette's that can be sold off the floor. Tag and discount according to policy those acceptable vignettes Once sold, send a text to your Regional Visual Manager (Jeff- 404-431-1541/Anson 205-249-2339) within 24 hours of sale to let them know what was sold and what is being replaced for their approval. If a replacement order is needed it must be placed within the 24 hours of the sale by creating an SCT. When product arrives, replace filler set with approved replacement order.

GABBY ITEMS

All Gabby case goods can be sold off the floor but must be replaced unless discontinued. If discontinued, you must work with visual on what to replace it with. Same as SC, replacement order must be placed within 24 hours of selling off the floor. All Gabby essentials must be re-ordered. If upholstery is sold off the floor with visual approval, same process of SC will need to be followed.

WENDY JANE ITEMS

All essentials must always be stocked. All WJ that is sold must be replaced, so order needs to be entered within 24 hours of being sold, unless discontinued.

VISUAL ORDER REQUEST PROCESS

1.) Store Managers communicate any floor needs or changes directly to Regional Visual Manager or Regional Visual Manager completes a full floor plan for any reset.

2.) Regional Visual Manager builds out eCat quote for full reset or any changes.

3.) Regional Visual Manager sends all changes or orders at one time to Store Support

4.) Retail Division Inventory Analyst will enter the order and send confirmed order back to Regional Visual Manager and cascade to store in communication letter on Tuesday or Thursday.

5.) Retail Division Inventory Analyst will create SharePoint document tracker for all major floor resets (Spring or Fall or mini resets) and send weekly updates to Regional Visual Manager team

6.) If changes need to be made, Regional Visual Managers will submit a change request via the Visual Change Request Form and send to Store support

7.) Once changes have been made by the Retail Division Inventory Analyst an update to SharePoint tracker and copy of confirmed order will be sent back to Regional Visual Managers and stores via communication letter on Tuesday/Thursday.

8.) Store Managers will be responsible for ensuring their orders are requested and shipped from corporate in time to receive at their 3PL or store for the actual reset when visual will be onsite.

9.) Store Managers will communicate any product that can't be sold prior to reset to Regional Visual Manager two weeks prior to reset.
   a. Nashville/Winter Park/Annapolis will coordinate with Regional Director of Sales and Director of Retail Operations on how to move product to other locations that is cost effective.
   b. All other locations will be required to work with Regional Sale Director on margin impact to get rid of product prior to reset or move into their clearance area. Stores should utilize the call campaign lists once product is identified to be sold off to ensure they are actively selling or attempting to sell.
   c. Regional Directors for large resets need to roll out markdown strategy for all stores to follow to ensure proper sell thru is attempted.

INSTALL PLAN FOR FLOOR RESET

MANAGING ORDER PROCESS

1.) Use attached document called “SCT Visual Update Form” to keep track of each order

2.) On the Master tab this will be your master copy for all SCT

3.) For the first week update you will use the “Week 1 Update” tab and fill out the notes portion for each SCT to indicate what projection dates are. For example, if all items are projected 9/1/19 you would put “ALL EST 9/1/19” or if some are reserved you can put “All items reserved, except 23231 9/13/19”

4.) As SCT’s get completely reserved you can put complete and the ones with projections still you can highlight. See below example:

100-1020830	4	MN	COMPLETE
100-1020833	5	MN	COMPLETE
100-1020887	5	MN	CLUB TABLE (SHIPPING NOW)
100-1020834	6	MN	MONTECITO LAF ARRIVAL 7/19/19
100-1020835	7	MN	COMPLETE
100-1020837	8	MN	ROMA SIDE (TICKET PRINTED)

5.) You will send an update by each Friday to Jeff, Lindsay, Anson and Store Support group via email with attached document. In the body of the email if there is anything that is projected passed the install date please alert in the body of the email.

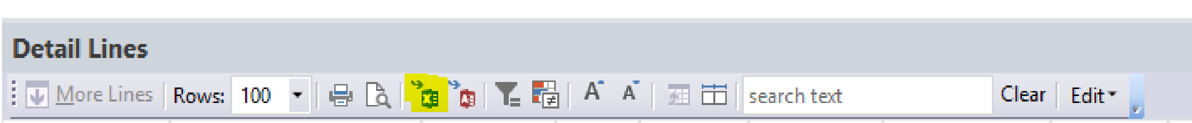
CREATING AN INSTALL DOCUMENT

1.) Open Syspro

2.) Open Sales Order Query

3.) Under Sales Order, type in SCT number

4.) Under the header, “Detail Lines”, you will see an export to excel icon. Click it.



SUMMER CLASSICS
HOME

5.) Excel will open with line items on it. Copy and paste the page into a separate excel blank document.

6.) You will do this for each vignette number/SCT. You will name the tabs by Vignette number. See below for example:

Detail Lines for Sales Order:100-1020827 Location 1

Stock code	Description	Order quantity	Uom	Warehouse	Ship quantity	Back order quantity	Price	Price uom	Line	Target wh	Warehouse description	Discount	Reserved quantity
C516742W769	BELIZE ARM CHAIR CUSHION	2.000	EA	MN	0.000	0.000			1	301	Summer Classics Hc		2.000
422031	BELIZE ARM CHAIR	2.000	EA	MN	0.000	2.000			2	301	Summer Classics Hc		0.000
C517742W769	BELIZE SIDE CHAIR CUSHION	2.000	EA	MN	0.000	0.000			3	301	Summer Classics Hc		2.000
422131	BELIZE SIDE CHAIR	2.000	EA	MN	0.000	0.000			4	301	Summer Classics Hc		2.000
780741N	9' UMBRELLA COVER	1.000	EA	MN	0.000	0.000			5	301	Summer Classics Hc		1.000
756224	9' CRANK AUTO TILT UMBRELLA	1.000	EA	MN	0.000	0.000			6	301	Summer Classics Hc		1.000
92270	74 LBS GRANITE UMBRELLA BASE	1.000	EA	MN	0.000	0.000			7	301	Summer Classics Hc		1.000
C549P258W258	CLUB WOVEN IN RND CRNR PRM CUSH	2.000	EA	MN	0.000	0.000			8	301	Summer Classics Hc		2.000
362324	CLUB WOVEN INSIDE ROUND CORNER CHAIR	2.000	EA	MN	0.000	0.000			9	301	Summer Classics Hc		2.000
C585P258W258	CLUB WOVEN SECTIONAL CRNR PREM CUSH	2.000	EA	MN	0.000	0.000			10	301	Summer Classics Hc		2.000
362024	CLUB WOVEN CORNER SECTIONAL (LEFT/RIGHT FACING)	2.000	EA	MN	0.000	0.000			11	301	Summer Classics Hc		2.000
C586P258W258	CLUB WOVEN SEC SLIPPER PREM CUSHION	3.000	EA	MN	0.000	0.000			12	301	Summer Classics Hc		3.000
362124	CLUB WOVEN SLIPPER CHAIR	3.000	EA	MN	0.000	0.000			13	301	Summer Classics Hc		3.000
C589P373N	CLUB WOVEN SEC SWVL LNG P C CUSHION	1.000	EA	MN	0.000	0.000			14	301	Summer Classics Hc		1.000
262624	CLUB WOVEN SWIVEL GLIDER	1.000	EA	MN	0.000	0.000			15	301	Summer Classics Hc		1.000
C587476N	CLUB WOVEN SEC OTTOMAN CUSH	1.000	EA	MN	0.000	0.000			16	301	Summer Classics Hc		1.000
362224	CLUB WOVEN OTTOMAN	1.000	EA	MN	0.000	0.000			17	301	Summer Classics Hc		1.000
C110452W452	LARGE THROW PILLOW	2.000	EA	MN	0.000	0.000			18	301	Summer Classics Hc		2.000
867735W476	THROW PILLOW	2.000	EA	MN	0.000	2.000			19	301	Summer Classics Hc		0.000
867736W476	THROW PILLOW	2.000	EA	MN	0.000	0.000			20	301	Summer Classics Hc		2.000
C110741W476	LARGE THROW PILLOW	2.000	EA	MN	0.000	0.000			21	301	Summer Classics Hc		2.000
G105-100548	Kuno 14x24	2.000	EA	MN	0.000	0.000			22	301	Summer Classics Hc		2.000
	FR FAB: {509} KUNO FLAMINGO								23				
	BK FAB: {476} PREMIER FLAMINGO								24				
	SINGLE FLANGE								25				

Location 1 | Location 2 | Location 3 | Location 4 | Location 5 | Location 6 | Location 7 | Location 8 | Location 9 | Locati ...

7.) Follow steps 3-5 for each vignette or location number. If you have any PO or multiple SCT's for one location, you can export those and add them to the install location number as well by pasting below the SCT lines. See example below:

C050P101W101	RUSTIC WICKER LOUNGE CUSHION	1.000	EA	MN	0.000	0.000			25	301	Summer Classics Hc		1.000
G106-100876	PREMIER CAJUN Bolster	2.000	EA	MN	0.000	0.000			26	301	Summer Classics Hc		2.000
	FR FAB: {471} PREMIER CAJUN								27				
	END FAB: {471} PREMIER CAJUN								28				
	WELT: {211} CLASSIC LINEN NATURAL - SB								29				
334831	CROQUET ALUMINUM SPRING LOUNGE	1.000	EA	MN	0.000	0.000			30	301	Summer Classics Hc		1.000
334031	CROQUET ALUMINUM OTTOMAN	1.000	EA	MN	0.000	0.000			31	301	Summer Classics Hc		1.000

Detail Lines for Sales Order:100-1020887

Date:2019/07/08 19:15

Stock code	Description	Order quantity	Uom	Warehouse	Ship quantity	Back order quantity	Price	Price uom	Line	Target wh	Warehouse description	Discount	Reserved quantity
333224	CLUB ALUMINUM SQUARE DINING TABLE	1.000	EA	MN	0.000	1.000			1	301	Summer Classics Hc		0.000
333124	CLUB/CROQUET ALUMINUM SIDE CHAIR	2.000	EA	MN	0.000	0.000			2	301	Summer Classics Hc		2.000
376124	RUSTIC SIDE CHAIR	2.000	EA	MN	0.000	0.000			3	301	Summer Classics Hc		2.000
C054101N	RUSTIC WICKER SIDE CHAIR CUSH	2.000	EA	MN	0.000	0.000			4	301	Summer Classics Hc		2.000
C311101W101	CROQUET ALUM SIDE CHAIR CUSH	2.000	EA	MN	0.000	0.000			5	301	Summer Classics Hc		2.000

8.) After all are created and before visual arrives for your installation you will need to print packets for your team and visual to use during installation.

DAY OF INSTALLATION

Week prior to installation please ensure your orders are printed, picked, and shipped to arrive at least two days prior to installation

1.) Open product based on location grouping. For instance, group and open all location 1 together.
2.) Under the item SKU number on the box, you will write the location number with a permanent marker and circle it.
3.) Open the product and cut out the SKU with the location number on it and use painters (Frog Tape) to adhere to the item
4.) If it is a pillow you can pull the pillows out of the box and leave in plastic and write the location number on the pillow label that is attached to the plastic bag.
5.) Keep all items organized by vignette or location number together
6.) Do this for all vignettes
7.) When visual arrives, you should have all product open and labeled ready for installation. If you have a 3PL send them the installation document and work with them on the order in which you want the product brought to you.

ACCESSORY ORDER PLACEMENT FROM MARKET

Visual Team, Accessory Category Manager, and Retail Division Inventory Analyst all go to market to identify product to purchase.

Retail Division Inventory Analyst provides team with PO numbers per store and per vendor to place orders at market.

Visual Team will identify product to purchase while Category manger will make sure it aligns to budget. Retail Inventory Analyst will ensure all POs are updated prior to leaving each vendor station at market.

Accessory Category Manager will create all new SKU's and update pricing on existing SKU's with IT. All SKU's will be set up with SKU and retail pricing, whether they are sellable or considered visual items.

Accessory Category Manager will enter the Marketing ticket to add pictures of all accessories purchased to load into eCat and PIM once SKU is created.

Retail Division Inventory Analyst will enter and confirm all PO's are accurate and updated based on any changes made from Summer Classics side or the Vendor side along with new SKU's and remove Fill-In.

Once PO's are finalized, Retail Division Inventory Analyst will send to all Vendors and receive confirmation of orders.

Retail Division Inventory Analyst will then cascade to all Retail locations via the communication weekly newsletter on Tuesday and Thursday.

Inventory Analyst manages PO status and backordered items – any questions should be directed to the Accessory Category Manager. Accessory Category Manager will then let visuals know of any potential issues.

Store will receive in product within 72 hours and tag to be put out via Visual standard.

Any items not received will be canceled off PO to ensure PO's do not stay open.

ACCESSORY ORDERING – NON-MARKET

Accessory Category Manager and Visual Managers will identify product that is needed for re-order or new orders.

Accessory Category Manager will check with the vendor the availability of identified stock and current cost prior to sending to Store Support

Accessory Category Manager will build out order via Excel spreadsheet and send to Store Support

Retail Division Inventory Analyst will enter PO's and send confirmation to vendors.

Retail Division Inventory Analyst will wait for confirmation from vendor and send PO along with confirmation in weekly store communication on Tuesday/Thursday to store locations.

Store will receive in product within 72 hours and tag to be put out via Visual standard. Any items not received will be canceled off PO to ensure PO's do not stay open.

VISUAL STANDARDS

Purpose: One team with one goal; to align all SC Home Stores with the same branded identity, elevating the customer experience in a visually compelling environment.

This can also be found in the "Visual" folder in SharePoint.

WHAT IS A VIGNETTE?

- Gabby Deep Seating = We want the Gabby floor to feel luxurious and homey with indoor elements.
- Required Components:
  - Sofa or Loveseat
  - Lounge or Motion Lounge, typically two per Slot.
  - Coffee Table
  - End Tables, typically two per Sofa, one per lounge.
  - Rug
  - Pillows on the Sofa, Lounges
  - Coffee Table Accessory
  - End Table Accessory
  - Indoor Deep Seating has lamps on End Tables/Consoles , Chandeliers above Coffee Tables(Where possible)
  - Wall Art where there is a wall
- Summer Classics Deep Seating = We want the SC side to evoke the outdoors. Same as above but styled with Outdoor elements.
- Required Components:
  - Outdoor lamps and chandeliers only.
  - Outdoor accessories, plants, planters only.
  - Wall art must be an outdoor element, image of collection or other marketing poster.
- Dining
  - Table
  - Full set of Chairs
  - Chandelier
  - Cabinet, Buffet or Console where possible
  - SC will have Umbrellas in select tables, in select spots and will follow the Rule of 3.
- Chat Group
  - Four lounges around a coffee table or firepit.
- Bar Tops
  - Bar or Counter top tables
  - Full set of barstools or counter stools.
  - Placed in select slots on the floor.
- Table Collage
  - We merchandising multiple occasional tables layered under a dining table in select slots on the floor.

VIGNETTE EXPECTATIONS

- Vignettes are intact.
  - The Vignette components are in place – any issues are solved and substitutions in place.
  - If you sell an item out of the item, it is replaced at the same time you take away the sold item.
  - The integrity of the Vignette is intact – replace like style with like style.
  - If Plan A falls through, replace with a Plan B immediately.
  - Every Vignette has the required components. You will not have a Deep Seating Vignette without a coffee table, for example.

FLOOR PLAN STANDARDS

Furniture Placement:

- Your Floorplan is created by the Visual Department with specific sales, merchandising and marketing initiatives – not personal choice. They will partner with you during reset planning. Any changes to the floorplan must follow the *Floor Move Process(next slide).*
- Create Focal Points you walk into. There is always a natural path your customers will take(typically to the right) and they need to be met with a dramatic focal point each time they turn. That can be with furniture orientation, a visual wow, an accessory or furniture piece with height.
- Alternate "Deep Seating and Dining, Deep Seating and Dining" within an open space.
- Use the "Rule of Three" with focal points and heights. Three open umbrellas making a triangle, for example.
- Have one path that is ADA Accessible 36" wide that includes the entrance, exit, bathrooms and sales counter.

FLOOR PLAN EXPECTATIONS

- If you want to move a vignette or large piece of furniture you must follow the *Floor Move Process.*
  - *Contact your RVM.*
  - *Send photos.*
  - *Propose the move(s) and the rationale for the move(s).*
  - *Pull Sales Data to discuss every 30-60 days.*
  - *Prior Approval is required before you move anything.*
- Seasonal Flex Slots – Flip between outdoor and indoor in their season. These are defined by your RVM.
- Performance Slots – Audit performance in identified spaces that perform well. These will be defined by Store Managers/RVM. They will be audited every 30-60 days. *Follow Floor Move Process.*
- Dead Zone Slots – Audit performance in identified spaces that perform poorly. These will be defined my Store Managers/RVM. They will be audited every 30-60 days. *Follow Floor Move Process.*

LIGHTING STANDARDS – LAMPS

- Lamps shown on floor need to be turned on and lit during business hours. In windows where street traffic can see them, light on timer until 9pm.
- If lamp is not near an outlet, please use 3-pronged grounded extension cord. You can purchase many lengths – but may need to buy online for over 8 feet.
- When using extension cords, ensure that it is hidden and is not a trip hazard to employee or customer. Use a channel over - floor cord protector close to color of floor to avoid trips. See approved equipment. Only one extension cord allowed. Cannot link any cords together – grounded or not.
- Bulb –40 watt equivalent LED medium base bulbs for lamps: LINK
  - Purchased from Inline Electric Supply Co. or Home Depot/Lowes, etc.

LIGHTING STANDARDS – CHANDELIERS

- Chandeliers should be taken down and installed by a licensed electrician. Managers and RVM will coordinate scheduling, placements, etc.
- Chandelier wires will be outfitted with a Male Plug Adapter - 15amp(HD, Lowes, Etc) and plugged into an electrical box installed in the appropriate spot in the ceiling.
  - If you need a new outlet installed – coordinate with management and electrician.
- Chandelier Placement will be done by your RVM.
  - Chandeliers are centered over coffee tables in deep seating, dining tables, chests or console tables or in a Chandelier Hall(grid system).
  - Height - should be < 6'2" from the floor over coffee, chests and console tables. If hung in an area that will be walked under – placement should be > 6'5".
- Bulbs – 2 options
  - 15w incandescent for traditional or 15w tube bulbs for modern from Home Depot/Lowes or online.
  - 40w LED clear lamp bulb for outdoor and Edison for exposed bulb lighting .
  - LED2.5CTC/FIL/27K/D 2.5W E12 chandelier bulb from Inline Electric supply Co.
  - Note: Eventually, only LED's will be manufactured, but until then, we want to utilize the incandescent bulbs for ambiance. Reach out to your RVM with any questions on what bulb to use.

LIGHTING STANDARDS – SPOTLIGHTS

- Purpose – To attract attention to the furniture and highlight furniture features. When done properly – it will increase sales and make the showroom glow in all the right places. When done wrong, it's a wasted resource.
- Placement – Direct ALL spotlights to highlight Furniture or Wall Art.
  - They must highlight something even if it the same item another light spotlights.
  - Don't highlight the floor or point in where it doesn't hit anything. If you turn it more than 45-degree angle, it will not hit, so move the bulb casement closer to an item if needed. For example, you may use 3 spots to highlight one sofa: The back feature, the middle seat cushion and the arm(or both).
  - If you need more tracks – follow through with management to address.
- Maintenance - Spotlights should be redirected anytime a floor move occurs. If you move an item, move the spotlight.
  - Spotlight should be lit with PAR30 LED bulbs for track lighting from Inline Electric Supply Co.
  - Linked here.
  - Replace burned out spotlight immediately.

LIGHTING EQUIPMENT AT A GLANCE

- **Lamps:**
  - Soft White 40-watt equivalent LED medium base bulbs for lamps: LINK
    - Soft White Only – not warm white and absolutely no cool/daylight undertones.
- 3-Pronged Grounded Extension Cord – Home Depot, Lowes, Amazon,etc
- Channel Over -Floor cord protector – Home Depot, Lowes, Amazon,etc
- **Chandeliers:**
  - 15w incandescent from Home Depot/Lowes or online.
  - LED2.5CTC/FIL/27K/D 2.5W E12 chandelier bulb from Inline Electric supply Co.
  - Male Plug Adapter - 15 amp– Home Depot, Lowes, Amazon.
- **Spotlights:**
  - PAR30 LED bulbs for track lighting from Inline Electric Supply Co. LINK

LIGHTING EXPECTATIONS

- Every Lamp is plugged in and lit with the standard lightbulb.
  - If an extension cord is needed, the standard is followed.
- Every Chandelier is hung at the standard height, lit and all bulbs working.
- Every area has enough Spotlights to light the furniture in that space.
  - Spotlights are turned and focused on furniture after every move.
  - Spotlights are turned no greater than a 45 angle.
  - 4 spotlights fit on standard track.
  - Every spotlight is lit and bulbs working.
- If there is an area where electrical work is needed, IDS, get approval and facilitate electrician to correct the issue. For example, if you need more plugs, if an outlet doesn't work, if a breaker is faulty, etc. it needs to be corrected immediately.

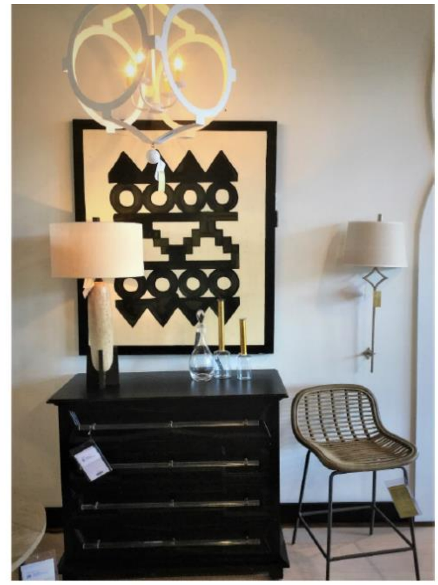
WALL HANGING STANDARDS

WALL ART/MIRRORS

60-65" to Center from floor (eye level) or 6-8" above a surface.

6-8" Above a surface





WALL HANGING EXPECTATIONS

- Every wall hanging slot is filled to standard 100% of the time.
- If a painting or mirror is sold, it is replaced with backstock in a similar style.
  - The integrity of the vignette theme must be upheld – so reach out to your RVM for IDS needs.
- If an item is sold and results in an empty nail hole – remove the empty nail/screw, spackle the hole and touch up the paint immediately.
  - If you do not have all the paint colors in your store, get your RVM to Identify.
- Hang with appropriate hardware(in Visual Supply Cart).
  - Do not hang improperly. Different walls need different hardware – For example, masonry nails on brick, anchors and screws in drywall. The piece could fall off the wall if not hung properly – so it is liability. So, if there is any worry, address it with your RVM or handyman.

SUMMER CLASSICS
HOME

MERCHANDISING SHELVES AND TABLES STANDARDS

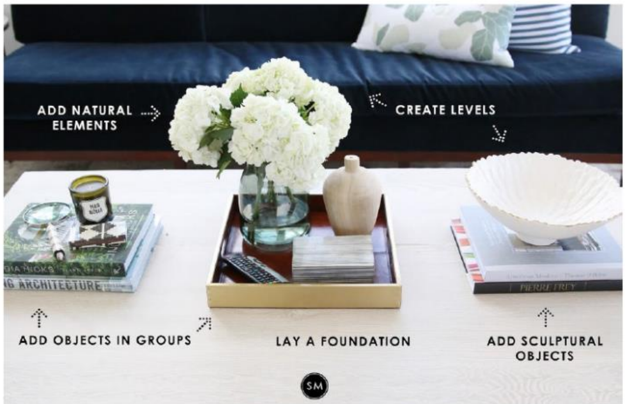
- Group as many items that will fill the shelf and store backstock. "One to show, one to go" – but can be 6 to show, 12 to go, for example.
- Visual will provide planograms where applicable. Visual will IDS any time.

Items are stacked with careful attention to varying heights, textures and groupings.

Themes are followed grouping "like" items together. If it "doesn't fit in", omit. Telling a story is important here.

Merchandising styles:

- Stacking.
- Line them up.
- Stagger.
- Make a triangle.
- Make a checkerboard.


ADD NATURAL ELEMENTS
CREATE LEVELS
ADD OBJECTS IN GROUPS
LAY A FOUNDATION
ADD SCULPTURAL OBJECTS
SM


DESIGN ALCHEMY
Great Escapes Vol. II


Art or Mirror
Vase + Greenery
Lamp or two
Books
Object
Tray
Differing Heights & Textures

MERCHANDIZING EXPECATIONS – ACCESSORIZING

- Accessorize the item the same way a customer would show it in their home.
- Keep sets and types together.
  - Create sections.
  - Do not sprinkle like items around the store. Show them in one place.
- Be sure furniture features are free from obstruction.
  - For example, do not hide an umbrella hole, a wood inlay or other design element. Do not hide the curve of the sofa or table leg with a planter or lantern, be sure you are showcasing our details and features – details are what we are known for.
- Do not over-clutter. Surfaces can be covered up to 25-50% and leave a few tables clean. You may “Set” a table for example, but on the next table, keep it clean and put a big, chunky planter on it.
- Use felt-tips on accessories to avoid scratching the merchandise and furniture.
- Use the “Rule of 3”. Group items in threes or odd(3-5) numbers for visual interest, aka create triangles.

MERCHANDIZING EXPECTATIONS – RITUALS

- Follow a *Restocking Plan*:
  - If you sell an item, fill the hole immediately.
  - Do not put everything out at once. Exercise “One to show, one to go”.
  - Make sure you have backstock. If you run low, reach out to your RVM.
- Follow a *Daily Fluffing Ritual* – Fluff every AM & PM and fix everything.
  - Walk the store as if you’re a customer seeing it for the first time. Put your best foot forward every time, everyday.
  - Fluff pillows and furniture.
  - Straighten up anything that moved.
  - Put items back in their place.
  - Clean surfaces from dirt, dust, fingerprints, smudges and glitter of Christmas past.
  - If you are in a reset, install, or move, place “Pardon our Appearance” sign.
- Always look at the store from the next customer’s experience. Because you sold it is not an excuse to have hole.

MERCHANDISING STANDARDS/EXPECTATIONS – WJ

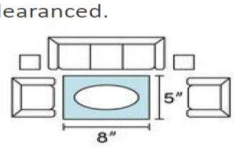
Retail Department - 2020 Wendy Jane Essential Install - All Documents (sharepoint.com)

- Wendy Jane Planogram is followed, fluffed daily and audited/restocked weekly.
- Pillows are presented according to the WJ Merchandising Standards on Planogram.
- Include in *Daily Fluffing Ritual* AM & PM.
- If you sell a pillow included in the Planogram, replace it on your next truck.
- RVM will be auditing your wall on their visit and including it in their *Visual Checklist* and will affect your Store Score.
- If your WJ unit is larger that the Planogram, you determine what other pillows you want to display and you display to the same planogram characteristics explained by your RVM.
- WJ Rug Display is installed in each store.
- WJ Rug Display follows the WJ Rug planogram.
- The WJ Rug Display is for visual merchandising & wow factor.
  - They aren't meant to be taken off the wall, sell or send on approval to a client.
- The 18" samples are sales tools for DC's and clients.
  - These are what you use in Design Presentations and what the customer should flip through in the Design Studio.
  - These are to be stored in the Design Studio.
- Include in the Daily Fluffing Ritual.

RUG PLACEMENT STANDARDS/EXPECTATIONS

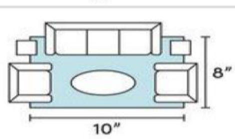
- Each Deep Seating set must have a matching rug and two legs of every furniture piece on it.
- Dining sets do not have to have a rug – they typically interfere with how often we move the chairs.
- It must be spot-cleaned immediately. It must be upheld to cleanliness standards and ID's if it becomes too dirty. It will be replaced and then clearanced.

5"x 8" Rug



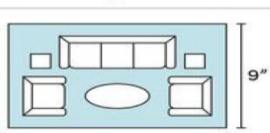
"Layering" Rugs are 5x8 and layered on top of larger firm textured base. We do not want 5x8's alone – they are too small.

8"x10" Rug



Typical size for most of our vignettes.
Front legs of each piece are on the rug.

9"x12" Rug



Some spaces need a 9x12 when trying to fit a large group or a large room.
Furniture can be place completely on the rug if needed.

SUMMER CLASSICS HOME

RUG INSTALL EXPECTATIONS

- *ORDER PRODUCT*
  - *One Order per Vignette unless instructed otherwise.*
- *MANAGE LOGISTICS*
  - Orders are entered, managed weekly and reported to the Visual Tracker in Sharepoint.
  - New Furniture needs to be on location with sufficient time to prep prior to Visual Team arrival.
  - Floor Samples should be sold and cleared/delivered at least one day prior to Visual Team arrival.
- *PREP*
  - Frames and Cushions should be unboxed, staged and tagged.
  - Rugs should be tagged and consolidated to one staging area.
  - Accessories should be unboxed, tagged and consolidated to one staging area.
- *STAFF*
  - Two Furniture Movers dedicated to the Visual Team an Install Day(s). Duration and day TBD with Visual and Manger.
  - If the PREP process has not been completed, labor for that would be an additional need.
- *SUPPLY*
  - Staging Tables
  - *Visual Supply Cart* is stocked. Next Slide.
- *SCHEDULE*
  - Calendar Invites have all been sent.

VISUAL SUPPLY CART

SUPPLIES:

- Double sided duct tape/carpet tape
- Drywall anchors
- Drywall nails & screws
- Picture hanging wire – light & heavy gage
- Assorted picture hanging hooks
- Ceiling hooks
- Monofilament/fishing wire – clear 15 weight hold
- 3 Pronged Grounded Extension cords
- Electrical Tap – black
- Male plug AC adapter 15 amp plastic/no metal – to light chandeliers
- Channel over-floor extension cord protector/cover

TOOLS:

- Hammers – at least 2
- Assorted screw drivers
- Wrenches
- Pliers
- Tape measures
- Level
- Cordless drill
- Box cutters
- Scissors
- Electric wire stripper
- Heavy duty staple gun w/ staples
- Hot glue gun w/ glue sticks
- 6', 8' & 12' ladder

FACILITIES STANDARDS AND EXPECTATIONS

- All up-keep and annual maintenance is the responsibility of the Store Manager.
  - All stores should have a quarterly A/C maintenance, fire extinguisher annual inspection, and if permitted back flow testing done annually (regulated by local municipalities)
- All Stores should have a posted emergency exit plan in case of an emergency of fire, natural disaster, or other reason for evacuation.
- Ensure store is compliant with all OSHA regulations.
- Store is recovered and put back to standard each night before leaving in accordance with Closing checklist.

If any facility issue arises, please do the following:

- Place all facility work orders thru M-Pulse (log in found in ADP). If emergency, follow up with email to Store Support.
- All work must be approved through Retail Division Ops Manager (up to $1K), Facilities Manager and VP/EVP (1K or above)
- Once ticket is placed in M-Pulse, please fill out Facilities Tracker found in Retail SharePoint

OUTDOOR SPACE EXPECTATIONS

- Outdoor Space is an extension of the shopping experience.
- It must be merchandised by *Floor Plan Standards*.
  - Product for the patio will be chosen by Floor Managers/RVM.
  - Some Patios will be utilized as Clearance Areas – if so, follow *Clearance Area Standards*.
- It must be cleaned by *Cleanliness Standards* according to Ritual Calendar(Slide_).
  - If a cushion is dirty, spot clean it immediately.
  - Determine cleaning schedule with management for additional cleaning efforts needed per store.
    - Cushion deep cleaning
    - Power washing
  - Blow leaves, dirt and/or pollen off floors and furniture daily.
  - Wipe or hose surfaces daily.
  - Pick up trash daily.
  - If an item shows wear and becomes a sales deterrent – IDS with management to resolve the issue and determine next step.
- It must be tagged by the *Outdoor Tagging Standards*.
- It must be maintained by *Landscaping Standards*.
  - It must have adequate amount of planters planted and watered. Plants must be alive and healthy – if they are not, they need to be replaced. If an irrigation system is needed, follow through with management to get approval.

LANDSCAPING STANDARDS

- Please remember that this is the first thing your guests see as they leave their car and enter your store. A well-planned, well-maintained landscape will make the buying experience better for the guest.
- Grounds should be maintained to create a Garden Party atmosphere where possible. This implies that grounds should be maintained and optimized based on the time of year.
  - Grass should be fertilized and maintained by a certified landscaping company; this includes grass being cut 1x/week March through September
  - Stores should have gardens where possible with blooming flowers March through October.
  - Mulch should be replaced 2x/year, March and October
  - An American Flag should be displayed on the storefront during store hours.
  - Driveways, parking areas, and front porch should be blown every day
  - All outdoor lighting must be in working order
  - Signing and Logos should be lit at night.
- In addition, flower beds must be well defined with a hardscape border to prevent grass and weeds growing into the beds. It may also be necessary to install in-ground irrigation to ensure the flower beds look good all season. Flower beds should be re-planted every 3–4 months depending on climate.

CLEARANCE AREA STANDARDS AND EXPECTATIONS

- Clearance Merchandising Standards –
  - Product is grouped in sections by type, vignette together where possible.
    - Dining Sets, Deep Seating sets are in sections.
    - Orphaned product is lined up in sections. Manage Orphaned Product, see below.
- Clearance Area Expectations –
    - Clearance product is culled into established Clearance Area.
    - Clearance product is managed into sets.
      - If you need to add product to make a complete set, do so. Product will sell in a set faster than it will sell as an orphan and your space in limited.
    - Product is clearly tagged and clearance.
    - Sets are clearly signed with Floor Sample Sale Template.
    - Clearance is organized by Clearance Sales Binder – Best Practice, next slide.

Once we have determined that an item is discoed, or we are changing out a floor sample we take a picture of the item or the group that is being sold off. Everything that will be sold off should be in the picture. Don't have anything in the picture that is not included in the price like pillows. You can leave the umbrella just make sure it is tagged separately.

Enter a quote for all the items in the picture with pricing we start the mark down price at 50% off. You can do more if you feel the item is damaged or will be hard to sell. This is the Managers call. Doing a quote helps to ensure that we are selling the correct item like finish, fabric, and helps the designer and the customer to know what exactly what is

Print the picture and add barcodes to the page of the item or group this will help when keying the order in Syspro and it will be inventory ready as well.

Make a sign for the items or group like Club Aluminum Dining with all items and pricing on the sign just take the info off the quote.

Then we print a copy of the sign and have the quote behind it and have the picture with barcodes on the back side in a binder.

SALES DESK AREA AND OFFICE STANDARDS

- What do you need?
  - Cabinet with Drawers & shelves per unit
  - Computer & Printer with Phone Set
  - Shopping Bags (3 sizes + Tissue Paper)
- What is the ritual?
  - Sales desk must be clean of clutter daily.
  - Restock all supplies nightly.
  - Wipe down counter tops, computer & Supplies.

- What do you need?
  - Laptop with additional Monitor, Printer, Shelf for organization
  - Tagging Station (Tags, Labels, Printer)
  - Desk, Chair, Rolling Cart, 2 Filing Cabinets
  - Operation & System Manual, Trade Program Member Binder, Warehouse Inventory Binder, Inventory Adjustment Binder, Closing Paperwork Binder
- Personalize the office to Brand -
  - Use Rug for floor
  - Pictures on walls & Accessories for shelving
- Goals
  - Boards with MTD & YTD Goals
  - Rituals & Daily Sales Folders
  - Announcements / Cascading Messages

STOCKROOM/WAREHOUSE STANDARDS

- Warehouse Standard
  - Organized and clearly identified areas of client pick ups and stock. Nice and neat rows.
  - All items tagged and clearly marked
  - Free of damaged items
  - No emergency exits/electrical panels are blocked and OSHA compliant
  - Store Manager, Ops, and Warehouse are responsible for upkeep and standards
    - Should be checked each night before leaving to ensure standards are met
- Stock Room Standard
  - All tags and supplies are organized and easily identified
    - Any supply needs need to be sent to Store Support
  - Free of any trip or safety issues
  - Store Manager/Assistant Manager in collaboration with DC's are responsible for upkeep and standards

DESIGN STUDIO STANDARDS

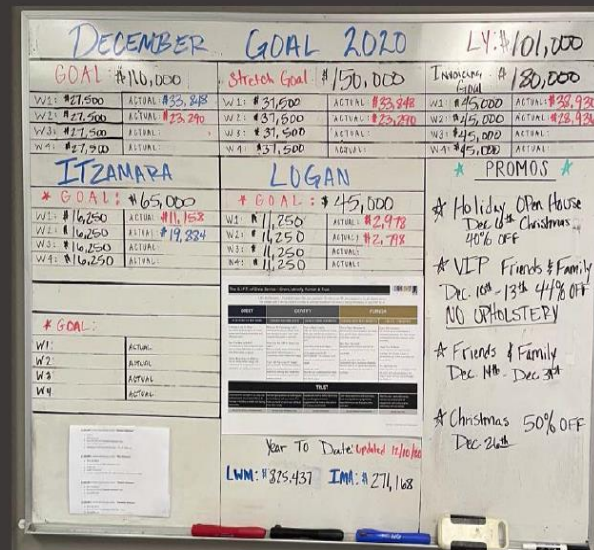
- Include in *Daily Fluffing Ritual* AM & PM.
  - Keep table surface clean & clear.
  - Clean up after each client.
  - Put fabrics back on the wall in their exact ring position.
    - This is imperative to keep it managed. If you follow the rule, it manages itself. If you don't it's a mess for the next coworker or customer trying to find a fabric.
    - The Gabby catalog shows the fabrics in ring order and on the back of the laminated card in each ring for this exact purpose.
    - SC doesn't do that now, but we will. In the meantime, organize by color story in ascending Grade order A-D.
  - Post, follow and audit the *Design Studio Checklist* per the Ritual Calendar(Slide_)
  - WJ Rug Samples are neatly folded.

BREAKROOM STANDARDS

- What do you need?
  - Refrigerator, Microwave, Sink, Cabinets & Table with Chairs
  - Human Resources Posters & Workers Comp / State Compliance
- What is the ritual?
  - Trash emptied daily.
  - Microwave wiped out after usage.
  - All dishes cleaned and put away.
  - Table & chairs wiped down after usage.

PERFORMANCE SCORECARD – GOALS/PERFORMANCE

- Placement – Away from public view, easily accessed by employees.
  - Breakroom
  - Managers Office
  - Warehouse/Storage Closet, etc.



- What is included –
  - Store's Monthly Goal
  - Design Consultants Monthly Goal
  - Design Consultants Yearly Goal
  - Cascading Communications – 2x week
  - Daily Ritual Overview
- When is it updated –
  - DC's update their own sales daily
  - Mangers update the team's performance weekly – Every Monday
  - Managers recap the Month's performance

CLEANLINESS STANDARDS AND EXPECTATIONS

- Cleaning services are scheduled once a week.
- Address Cleanliness issues during your *Daily Fluffing Ritual.*
- Scent Machines are functional and on during store hours and in appropriate locations.
- All surfaces are clean, free from dirt, dust, old glitter, fingerprints or other unsightly mess.
- Walls are clean, nail holes are patched and painted.
- Entrances and outside space are clean and clear from dirt & debris.
- Rugs are vacuumed and free from dirt.
  - They are spot cleaned immediately where needed.
  - If it is an unsightly sales deterrent it is replaced and clearanced.
- Cushions are spot cleaned immediately. Use SC Cleaner and follow cleaning recommendations on warranty.
- Upholstery is spot cleaned immediately. Follow cleaning recommendations on warranty/catalog.
- Determine cleaning schedule with management for additional cleaning efforts needed per store.
  - Window Cleaning
  - Outdoor Cushions deep cleaning
  - Outdoor power washing
  - Blow leaves, dirt and/or pollen off floors and furniture daily.
  - Wipe or hose surfaces daily.
  - Pick up trash daily.
- If any item shows wear and becomes a sales deterrent – IDS with management to resolve the issue and determine next step.

TAGGING STANDARDS

- If you have a left and a right, "It's always RIGHT".
  - Right is RAF – Right Arm Facing.
- Casegoods – Top Right, hanging from a plastic mounting clip punched with tag gun.
  - Tall Casegoods – String hanging from Door Handle. If no handle, use best improvisation.
- Upholstery – Top Right, Front inseam of Cushion with tag gun.
- SC Frames – Top Right, Front inseam of Cushion with tag gun.
- Dining Chairs, Barstools – Back Bottom Right of frame or inseam, with plastic tie or tag gun.
- Tables – Top Right, Underneath Tabletop. The Right is RAF depending on where customer will most likely stand.
- Lamps – Below the bulb on the metal, do not let tag touch light bulb.
- Accessories – See Tagging Standards in Sharepoint/Ops Manual.
- Pillows – Top Right in Inseam with tag gun.
- Rugs – Choose the corner that is the easiest for the customer to find.
- Umbrellas – Attach all tags(Base, Pole, Cover) to the mast above the crank with 5"loop lock.

POP STANDARDS

- Each collection should be displayed in a POP using the Collection signage that is created by the Marketing.

- All promotions will have an encompassing signing package that is sent out by the Marketing /SS. This sign should be displayed in a pedestal sign holder in the front, visible as you enter the door. Depending on store size it should also be placed throughout the store in pedestal sign holders. Each store will have 5 pedestal sign holders to place around the store for promotions.

- All collections that are on an approved promotion should be signed with the POP signing provided by the Marketing /SS. These signs will have the Promotional Event and affiliated items on the front and will occasionally include MSRP pricing along with current pricing on the back. Duplicate the image signage for the back side when there is no promotional price list. All collections on promotion should be signed before store opening the day the promotion begins.

- Please place your "Pardon Our Mess" sign at the front of your store when you are in the process of a floor. Place this sign at any area in your stores that is in a transition. Please reach out to SS if you need one.

SUMMER CLASSICS HOME

RETAIL & VISUAL COMMUNICATION CADENCE

Daily	Weekly	Monthly	Quarterly	Yearly
IDS in the Moment	Floor Move Requests.	Touch Base on Retail L10	Reinforcing Standards	Reset and Planning
		Restocking Plan	Update Documents	Restocking Plan
		Restocking Plan Review	Sale Analysis Deep Dive	Store Manager and RVM 1:1
		Visual Visit, Checklist and Store Grade	Visual Visit, Checklist and Store Grade	Performance Review
		Store Manager and RVM 1:1	Performance Review	
			Reset and Planning	

VISUAL CHECKLIST EXPECTATIONS

Vignette Integrity

1. All furniture intact and shown in vignette as displayed in reset?
2. Furniture is dusted and free of fingerprints?
3. All pillows are shown as in reset?
4. Rug is intact and vacuumed?
5. All lighting is turned on with no burned out bulbs?
6. All mirrors and art are intact, clean & finger print free as shown in reset?
7. Any changes to vignette has been communicated to visual and an interim plan/order has been placed?

Accessory Merchandising

1. Accessories are on the floor and tagged?
2. Accessories merchandised in vignette reflects how a customer would show in home?
3. Multiple pieces of the same item are stored safely in warehouse to replace sold items on floor?
4. Accessory merchandising throughout store follows the direction of the current merchandising standards

Merchandising Displays

1. Skeem candle display is set according to the standard in visual binder?
2. Potting station display is set according to the standard in visual binder?
3. Dried botanical display is set according to the standard in visual binder?
4. Christmas execution is set according to instructions in visual binder?

Pillow & Textile Displays

1. Pillow wall is set to the standard shown in visual binder?
2. Pillows that have been sold off floor have copy of replacement order in visual binder?
3. Rug wall is set to the standard shown in the visual binder?

Brand Product Merchandising

1. SC furniture covers, blue tooth speakers and cleaners are merchandised accoring to standards provided in visual binder?

Outdoor Integrity

1. All furniture intact and shown in vignette as displayed in reset?
2. Furniture is clean and free of debris?
3. All pillows are shown as in reset?
4. Plants maintained, alive and reflect our luxury brand?
5. Any changes to vignette has been communicated to visual and an interim plan/order has been placed?

Cleanliness Integrity

1. Walls free from nails, screws and hooks not in use?
2. Holes in wall have been repaired and touched up with paint?
3. All damaged items have been taken off the floor?
4. Standard light bulbs for are store lighting are stocked?
5. Visual supply cart and and reset installation equipment is available and easy to locate?

Visual Ops Manual Check

1. Current visual merchandising standards?
2. WJ pillow standards, schematics and copy of replacement orders?
3. Display project guide/schematics ex: skeem candles, potting station, dried botanicals?
4. Accessory merchandising guide?
5. Current reset floor plans and copy of orders?
6. Copy of communicated floor model sell off reorders?
7. Design Studio collateral checklist?
8. Visual cart reset supply checklist?
9. Current visual email directives with a request to include a copy in visual binder?

Design Studio

1. Design studio is clean, neat and put together?
2. All collateral is current, on handand stored according to the checklist provided by retail managers and provided in visual binder?

VISUAL CHECKLIST SCORE GRADING SYSTEM

- Grade A
  - All Standards are followed.
    - Lighting is lit and hung correctly.
    - Art and Mirrors are hung correctly in every slot available for wall art.
    - Tables and shelves are merchandised with appropriate stock levels and styling.
    - Vignettes are fluffed, stocked and clean.
    - The integrity of the Vignette is intact.
      - Rug, Pillows, Art, Side Tables, Chests, Coffee Table, Dramatic Accessory, etc is intact as it was designed, items replaced if sold, fluffed, clean and instagramable.
    - Design Studio is organized, stocked and clean.
    - Outdoor space and furniture is clean, landscaping is healthy.
    - All product is clearly and properly tagged and signed.
  - All Processes are followed.
    - Daily Fluffing Ritual
    - Floor Move Process.
    - Restocking Plan.
    - Performance Analysis.
  - Issues are solved.
    - You've hidden the customer from any excuse. They happen – but we don't want to give them to our customer.

A= 90- 100% = Excellent score
B = 80- 90% = Good score
C = 70- 80% = Opportunity score - IDS "no's" for improved score
F =< 70% -= Unsatisfactory score - IDS with all key stakeholders for immediate action plan for score improvement.

- A = 90- 100% = Excellent score
- B = 80- 90% = Good score
- C = 70- 80% = Opportunity score
  1. IDS Issues with RVM, Store Manager, Retail Division Ops & Regionals.
  2. Make action plan and agree on next steps.
  3. Establish Deadline and put meeting on Calendar.
  4. Identify milestones and set a status checkpoint.
  5. Email all parties involved.
  6. Present status update at Deadline Meeting.
- F = < 70% = Unsatisfactory score
  1. Set a meeting to IDS Issues with RVM, Store Manager, Retail Division Ops & Regionals + EVP and any other Key Stakeholders.
  2. Make action plan and agree on next steps.
  3. Establish Deadline and put meeting on Calendar.
  4. Identify milestones and set a status checkpoint.
  5. Email all parties involved.
  6. Present status update at Deadline Meeting.

RITUALS CALENDAR AT A GLANCE

Daily	Weekly	Monthly	Quarterly	Yearly
Daily Fluffing Ritual				
Office Clean Up	Update Goals Weekly – DC	Update Goals Weekly – DC	Update Goals Weekly – DC	Update Goals Weekly – DC
		Restocking Plan Review	Restocking Plan Revie w	Restocking Plan Review
		Design Studio Checklist	Design Studio Checklist	Design Studio Checklist
		Landscaping Clean Up	Landscaping Clean Up	Landscaping Clean Up
			Store Refresh – SC & Gabby	Store Refresh – SC & Gabby

PROCESSES AT A GLANCE

- *Restocking Plan*:
  - If you sell an item, fill the hole immediately.
  - Do not put everything out at once. Exercise "One to show, one to go".
  - Make sure you have backstock. If you run low, reach out to your RVM.
- *Daily Fluffing Ritual* – Fluff every AM & PM and fix everything.
  - Walk the store as if you're a customer seeing it for the first time. Put your best foot forward every time, everyday.
  - Fluff pillows and furniture.
  - Fluff WJ Display.
  - Straighten up anything that moved.
  - Put items back in their place.
  - Clean surfaces from dirt, dust, fingerprints, smudges and glitter of Christmas past.
  - If you are in a reset, install, or move, place "Pardon our Appearance" sign.
  - Clean up Design Studio.
- *Floor Move Process.*
  - *Contact your RVM.*
  - *Send photos.*
  - *Propose the move(s) and the rationale for the move(s).*
  - *Pull Sales Data to discuss every 30-60 days.*
  - *Prior Approval is required before you move anything.*

VISUAL TERMINOLOGY

- Floor Model = Furniture used as a model example of the product in order to sell more furniture from.
- Floor Sample = Floor Model that is retired and the sample is "For sale".
- Punch List = List of To-dos by person and due date required on a project.
- Floor Plan = Scaled drawing showing stores' floor for purpose of furniture placement.
- Map Key = Map of each vignette numbered for organization and logistics purposes.
- Fruit Basket Turnover = When the Visual Team changes the layout of the floor in person and swaps around vignettes already in-store with <20hrs of additional planning.
- Reset = Store change requiring 40+ hrs planning, visual wow factors, paint/facilities changes, new floor plan, new vignettes. For example: Garden Party.
- Focus Store = Store needing a scheduled "Focus" and requiring more than 40 hrs of planning to address issues and/or make a significant change in layout, product or facilities. For example: San Antonio Flip for the ICFA Conference.
- NSO = "New Store Opening".
- Vignette = A curated mix of accessories, fabrics, deep seating or dining set within the same space on the floorplan.
- Wow Factor = Creative detail or installation designed, planned and executed by the Visual Team. For example, = clusters of paper lanterns hanging from the ceiling.
- Prop = Product purchased for Visual Wow Factor – not used as display to sell from and not for sale.
- Display = Product used to sell more product from – but that particular item is the Display and must follow a protocol for releasing the sale.

SUMMER CLASSICS
HOME

VISUAL WALK-THROUGH CHECKLIST

Vignette Integrity	YES	NO
- All furniture intact and shown in vignette as displayed in reset?	☐	☐
- Furniture is dusted and free of fingerprints?	☐	☐
- All pillows are shown as in reset.	☐	☐
- Rug is intact and vacuumed?	☐	☐
- All lighting is turned on with no burned-out bulbs.	☐	☐
- All mirrors and art are intact, clean & fingerprint free as shown in reset?	☐	☐
- Any changes to vignette have been communicated to visual and an interim plan/order has been placed?	☐	☐

Accessory Merchandising	YES	NO
- Accessories are on the floor and tagged?	☐	☐
- Accessories merchandised in vignette reflects how a customer would show in home?	☐	☐
- Multiple pieces of the same item are stored safely in warehouse to replace sold items on floor?	☐	☐
- Accessory merchandising throughout store follows the direction of the current merchandising standards direction in visual binder?	☐	☐

Merchandising Displays	YES	NO
- Skeem candle display is set according to the standard in visual binder?	☐	☐
- Potting station display is set according to the standard in visual binder?	☐	☐
- Dried botanical display is set according to the standard in visual binder?	☐	☐
- Christmas execution is set according to instructions in visual binder.	☐	☐

Pillow and Textile Displays	YES	NO
- Pillow wall is set to the standard shown in visual binder.	☐	☐
- Pillows that have been sold off floor have copy of replacement order in visual binder.	☐	☐
- Rug wall is set to the standard shown in the visual binder.	☐	☐

Brand Product Merchandising	YES	NO
- SC furniture covers, blue tooth speakers and cleaners are merchandised according to standards provided in visual binder.	☐	☐

Outdoor Integrity	YES	NO
- All furniture intact and shown in vignette as displayed in reset?	☐	☐
- Furniture is clean and free of debris?	☐	☐
- All pillows are shown as in reset.	☐	☐
- Plants maintained, alive and reflect our luxury brand?	☐	☐
- Any changes to vignette have been communicated to visual and an interim plan/ order has been placed.	☐	☐

Cleanliness Integrity	YES	NO
- Walls free from nails, screws and hooks not in use?	☐	☐
- Holes in wall have been repaired and touched up with paint?	☐	☐
- All damaged items have been taken off the floor.	☐	☐
- Standard light bulbs for are store lighting are stocked?	☐	☐
- Visual supply cart and reset installation equipment is available and easy to locate?	☐	☐

Visual Ops Manual Check	YES	NO
- Current visual merchandising standards?	☐	☐
- WJ pillow standards, schematics and copy of replacement orders?	☐	☐
- Display project guide/schematics ex: Skeem candles, potting station, dried botanicals?	☐	☐
- Accessory merchandising guide?	☐	☐

	YES	NO
- Current reset floor plans and copy of orders?	☐	☐
- Copy of communicated floor model sell off reorders?	☐	☐
- Design Studio collateral checklist?	☐	☐
- Visual cart reset supply checklist?	☐	☐
- Current visual email directives with a request to include a copy in visual binder?	☐	☐

Design Studio	YES	NO
- Design studio is clean, neat, and put together?	☐	☐
- All collateral is current, on hand and stored according to the checklist provided by retail managers and provided in visual binder?	☐	☐

Total______/ 40

Manager / Store Representative: ____

RVM / Executive Key Stake Holder:____

Overall Comments / Opportunities:

____
____
____
____
____
____
____
____

Follow-up Date:__________________________________ **Execution Date:**__________________________________

Visual Walkthrough Key

A= 90- 100% = Excellent score (36 "yes" or better)

B = 80- 90% = Good score (35 – 32 "yes")

C = 70- 80% = Opportunity score - IDS "no's" for improved score (31 – 28 "yes")

F =< 70% -= Unsatisfactory score - IDS with all key stakeholders for immediate action plan for score improvement. (less than 27 "yes")

SUMMER CLASSICS HOME

SUMMER CLASSICS LIGHT BULB ORDERS

Contact: Mary Welch at Inline
mwelch@inlinelighting.com
205-982-7511

15 watt incandescent chandelier bulbs
Pack of 25: $36.79 (minimum order)

25 watt equivalent LED chandelier bulbs
Pack of 12: $34.26 (minimum order)

40 watt equivalent LED bulbs for lamps
Pack of 4: $6.32 (minimum order)

75 watt equivalent LED bulbs for track lights
$10 each (no minimum order)

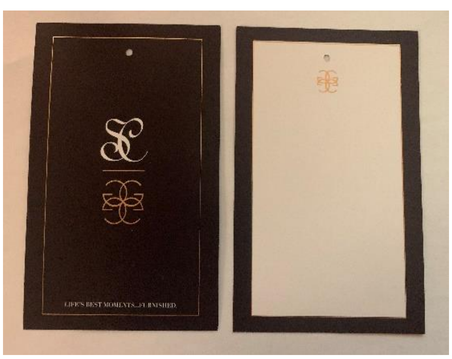
SUMMER CLASSICS HOME TAGS

SIGNING STANDARDS

TOOLS AND SUPPLIES

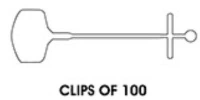
The list below are the items and tools you will need for Tagging:

4x6 Gabby Tag – Available for reorder in increments of 500
4x6 SC Tag – Available for reorder in increments of 500
2"x4" SC & Gabby Accessory Tag - Available for reorder in increments of 500
2"x4" Wendy Jane Accessory Tag - Available for reorder in increments of 250



Fine Fabric Gun – Uline – Item number: H1231 – each store should always have 3 on hand

Fine Fabric Tag Fasteners – 2” – Uline – Item Number: S-10674 – Qty/Ctn: 10,000
Fine Fabric Replacement Needles – Uline – Item Number: H-1231B – Pack of 4



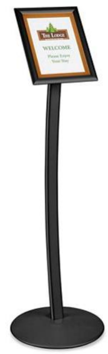
Security Loops – Available in 3”, 5” and 9”

3” Security Loops – Uline – Item Number: S-11164 – Pack of 5,000
5” Security Loops – Uline – Item Number: S-11165 – Pack of 5,000
9” Security Loops – Uline – Item Number: S-11166 – Pack of 5,000

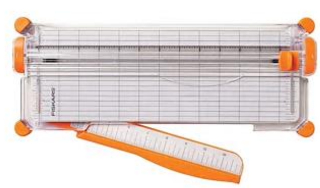
Mounting Bases – Affix the security loop through the mounting base to secure to table to display the tag(s).

1 in. Mounting Base, Natural – Home Depot – Item Number 295956 – 100 pack

Pedestal Sign Holders – Uline – Item Number: H-6328BL. Please reach out to Store Support when you need to order these when you need replacements or additional holders.



5 Mil Thermal Pouches (100 pk) – Staples Business Advantage – Item Number: 17468
Black & Decker Flash Thermal & Cold Laminator, 9.5" Width, White (LAM95) – Staples Business Advantage – Item Number 2681192
Fiskars Supercut 12" Paper Trimmer, Gray – Staples Business Advantage – Item Number 2070839



TAGGING VIGNETTES

Each collection should be displayed in a POP using the Collection signage that is created by the Advertising & Graphic Design Manager. Each SKU in a vignette should be tagged with the appropriate branded hang tag. When tagging deep seating items with cushions, please place the tag in the lower right-hand facing corner seam of the cushion. If tagging an item without a cushion, the tag should be attached on the top right-hand facing corner of the item. The proper branded tag will be hung on the front, logo facing outward and a printed description on the back with the name of the item, SKU, and the Retail and SC Home prices. Our current tagging does not print a barcode, so you will have to manually print barcodes from access reports and affix to the seat pan for inventory purposes.

When you are tagging **Dining Chairs** that are in a Vignette, each chair will be tagged individually. Please tag with the appropriate 4x6 - branded tag. If a chair has a cushion, please make sure that the tag reflects both the frame and cushion. The tag will be hung on the top right-hand facing side of the inside of the chair.

When you are tagging **Tables and Bases** that are in a Vignette, each item will be tagged individually. Please tag with the appropriate 4x6 - branded tag. If a table has a Kit sku, please make sure that we are tagging the item with the parent sku only. The tag should be hung on the right-hand facing corner of the table when you enter the vignette. If the table is not part of a Kit but we have a coordinated base, please hang the two tags together on the right-hand facing corner of the table when you enter the vignette. The base tag should always be first, then the tabletop tag directly on top, blue side facing outward.

When you are tagging **Gabby sectionals**, each item will be tagged individually, however, the tags for each individual tailored piece will be placed underneath of the seat cushion and affixed to the back of the law that sits on top of the seat deck. You will use the inventory bar code label to tag these pieces individually. This will also help us in identifying upholstered pieces during inventory. We will be pricing the sectional "as shown" to include all displayed pieces of the Gabby Sectional, please tag with the appropriate 4x6 - branded tag to tag the frame and it will hang on the lower right-hand facing corner seam of the cushion on the right-hand facing side of the sectional. ****To manipulate this tag, please see the "Editing a 4x6 Branded Tag" instructions. ****

Each 3rd Party Vendor Accessories, Gabby Lighting, Gabby Mirrors & Gabby Art should be tagged with a branded SC/Gabby accessory tag. The label on the back should include item description, SKU, Retail/SC Home price and barcode.

Smaller accessories can be tagged with the printed bar code adhered to the bottom of the product and does not need an accessory tag. If you have an item that you are not able to lift with one hand due to weight or size, please use the branded SC and Gabby accessory tag to adhere to the item. Please use your discretion when adhering these tags to items as we do not want to place anything on the item that will noticeably damage the item in any way.

Please use the branded SC and Gabby accessory tag when tagging **vendor rugs**. You will use the Fine Fabric tagging gun to adhere the tag to the bottom right-hand corner. The tag will tuck in underneath of the corner to minimize the tag being separated from the rug.

Please tag all **Gabby lighting** with the branded SC and Gabby accessory tag. Please tag all lighting below the bulbs. There should not be any tags displayed on the lamp shade. If the item is part of a kit sku, please make a tag for the parent sku only.

Please tag all **Gabby mirrors** with the branded SC and Gabby accessory tag. Please use your discretion when adhering these tags to items as we do not want to place anything on the item that will noticeably damage the item in any way.

Please tag all **Gabby artwork** on the back bottom right side with the branded SC and Gabby accessory tag. Please use your discretion when adhering these tags to items as we do not want to place anything on the item that will noticeably damage the item in any way.

When tagging **large Gabby Case Goods (Chests, Bookshelves, Console tables etc.),** please use the 4x6 branded tag to tag these items on the right-hand facing side of the product.

Please tag all **Wendy Jane Rugs and Pillows** with the branded Wendy Jane accessory tag. Please tag the pillows in the seam of top right facing corner.

Please tag all **Summer Classics Pillows** with the branded SC Gabby accessory tag. Please fold the law tag so it is the same size of the Summer Classics logo tag and using the Fine Fabrics tagging gun, insert the fastener through both tags to adhere the accessory tag. When displaying the pillows, please make sure that the tags are tucked under the pillows, so the tags are not showing.

PROMOTIONIAL TAGGING

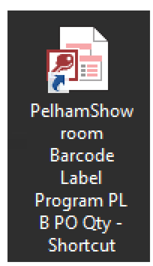
All collections that are on an approved promotion should be signed with the POP signing provided by the Advertising & Graphic Design Manager. These signs will have the Promotional Event and affiliated items on the front and will occasionally include MSRP pricing along with current pricing on the back. Duplicate the image signage for the back side when there is no promotional price list. All collections on promotion should be signed before store opening the day the promotion begins.

All promotions will have an encompassing signing package that is sent out by the Advertising & Graphic Design Manager. This sign should be displayed in a pedestal sign holder in the front, visible as you enter the door. Depending on store size it should also be placed throughout the store in pedestal sign holders. Each store will have 5 pedestal sign holders to place around the store for promotions.

In addition, all items on promotion will need the appropriate Red Sale or Floor Labels tags slid onto the loop of each item's regular tags throughout the entire promotional period. Once the period has ended take the red tags out and save for re-use. To display on merchandise that is outside, including covered but exposed areas, these will need to be laminated, trimmed and the slit in the middle top to allow for the tag to be affixed the loop on the existing tag.

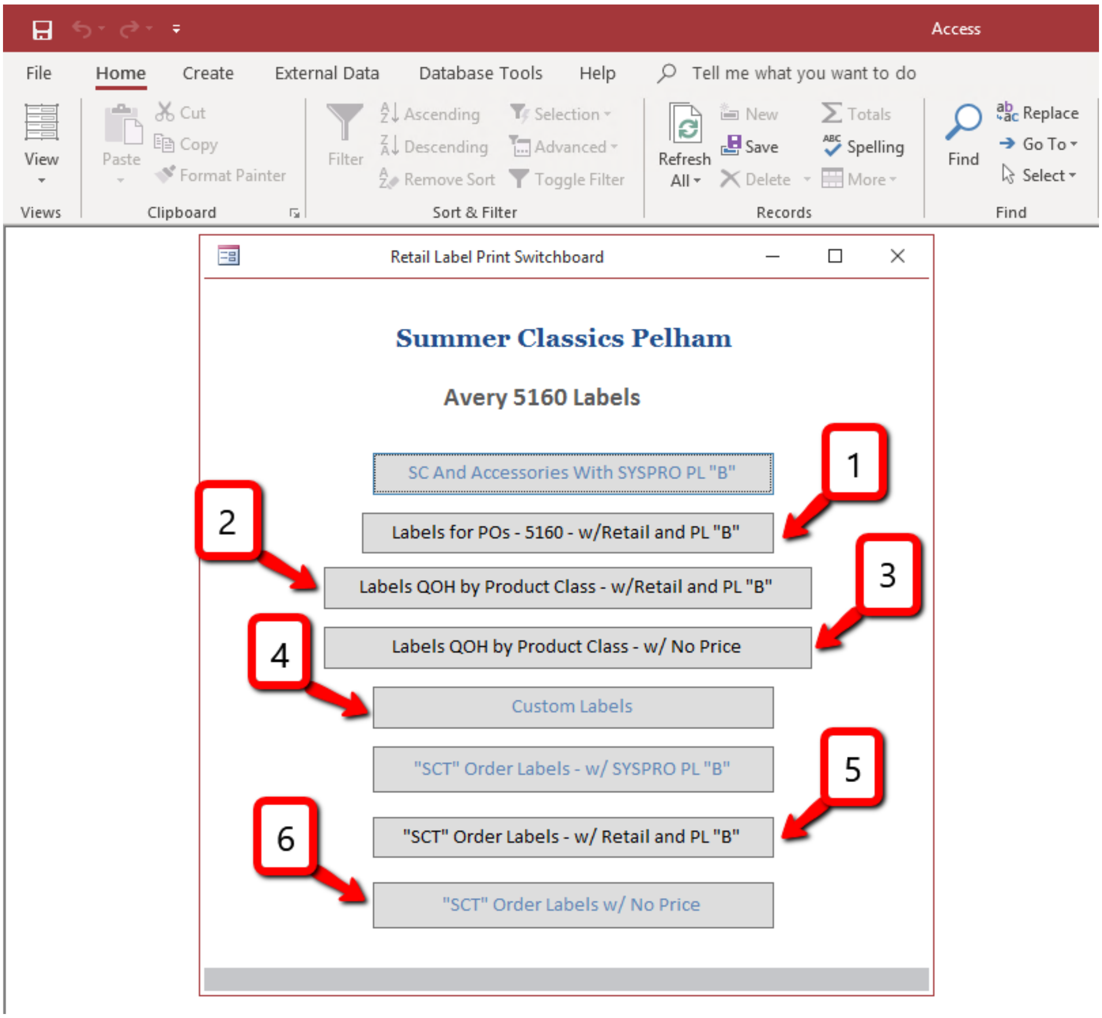
PRINTING BARCODE LABELS IN ACCESS

Go to Remote Desktop. Select your stores Barcode Label Program shortcut in Access to launch your Retail Label Print Switchboard.



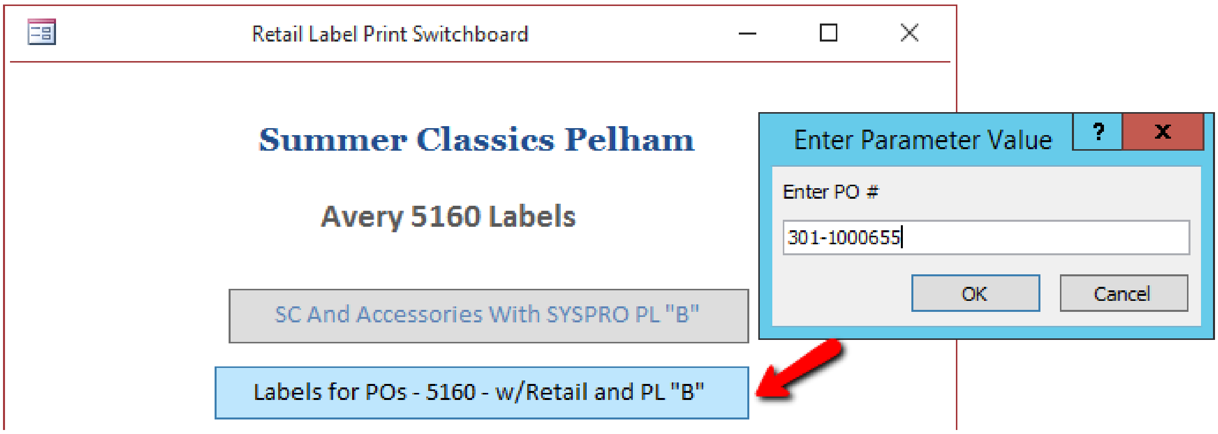
****NOTE FROM IT – Please ensure you are using Avery 5160 labels****

To print bar codes – you will have a few different options to select from, however, below shows the options that you will use most frequently.



1: Labels for POs – 5160 – w/Retail and PL "B" will print bar codes from a store P.O. with the Retail and SC Home pricing. The description on these labels will be left justified. ****Longer descriptions will likely cut off due to spacing constraints****

SUMMER CLASSICS HOME

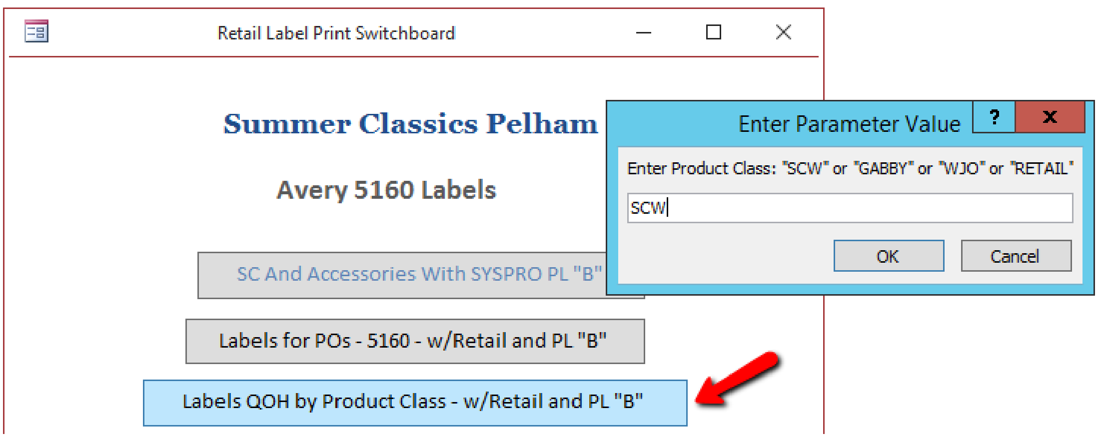


2: Labels QOH (Quantity on Hand) by Product Class – w/Retail and PL "B" will print bar codes from a specific product class with the Retail and SC Home Pricing. This option will print labels based on actual quantities in your inventory.

The available product classes are:

SCW (Summer Classics Wholesale: This is for all Summer Classics branded items)
GABBY (Gabby: This is for all Gabby branded items)
WJO (Wendy Jane: This is for all Wendy Jane branded items)
RETAIL (3rd party vendor items – This is for all other items that do not fall into the SCW, GABBY, WJO, SCC or SCPL product classes)

SCC (Summer Classics Contract items that may be in your inventory)
SCPL (Summer Classics Private Label items that may be in your inventory).
The description on these labels will be left justified. ****Longer descriptions will likely cut off due to spacing constraints****
****The Outlet will likely have SCPL and/or SCC items in their inventory, but all stores are encouraged to check these product classes just in case there are items in your inventory****



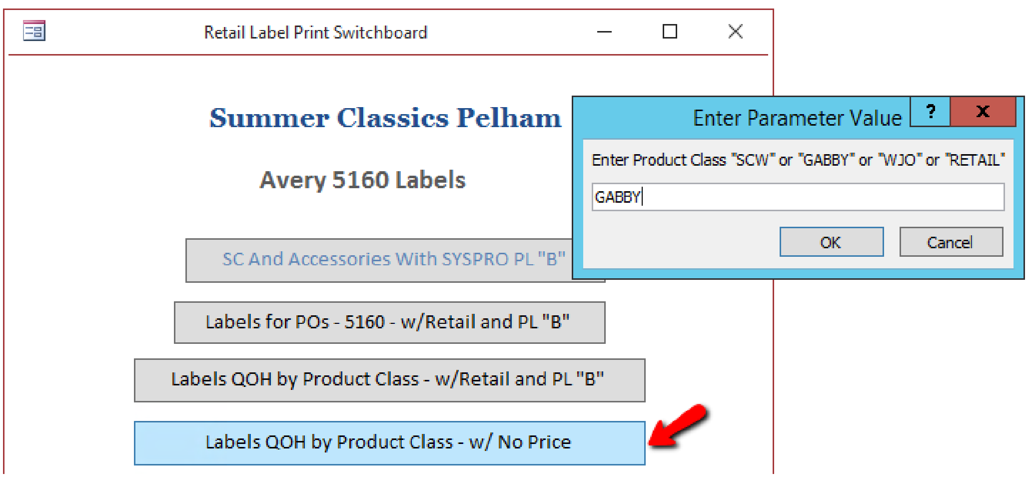
3: Labels QOH (Quantity On Hand) by Product Class – w/no price will print bar codes from a specific product class with no pricing, these barcodes are primarily used for inventory purposes. This option will print labels based on actual quantities in your inventory.

The available product classes are:

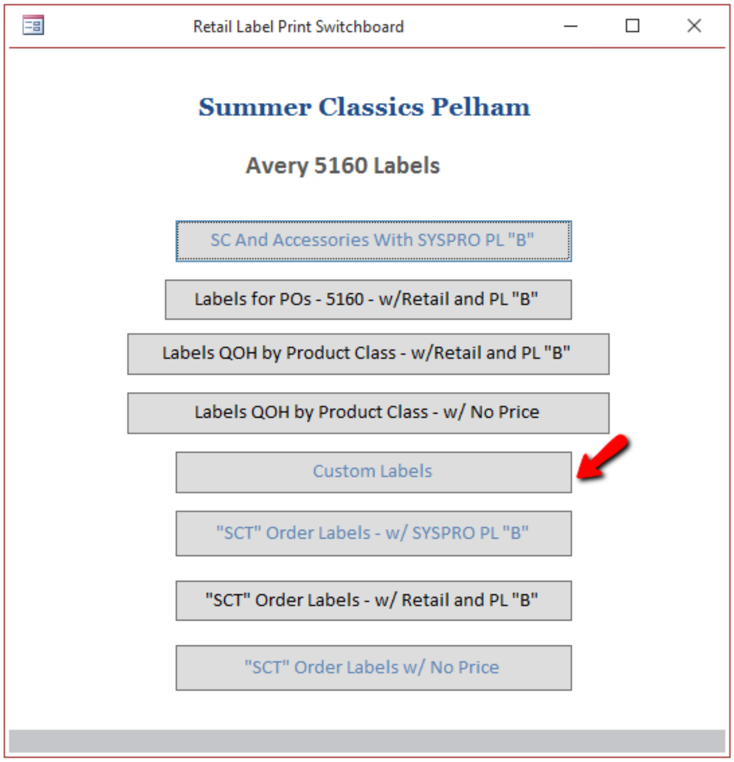
SCW (Summer Classics Wholesale: This is for all Summer Classics branded items)
GABBY (Gabby: This is for all Gabby branded items)
WJO (Wendy Jane: This is for all Wendy Jane branded items)

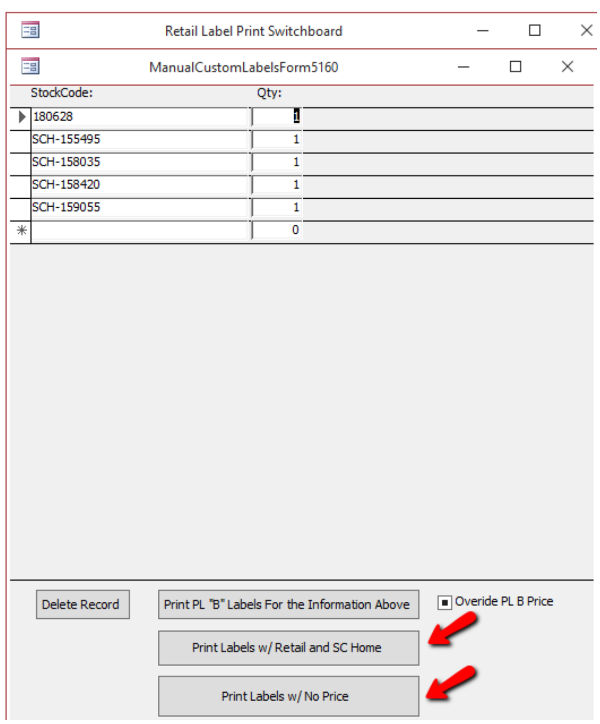
RETAIL (3rd party vendor items – This is for all other items that do not fall into the SCW, GABBY, WJO, SCC or SCPL product classes)
SCC (Summer Classics Contract items that may be in your inventory)
SCPL (Summer Classics Private Label items that may be in your inventory).
****Longer descriptions will likely cut off due to spacing constraints****

****The Outlet will likely have SCPL and/or SCC items in their inventory, but all stores are encouraged to check these product classes just in case, there are items in your inventory****

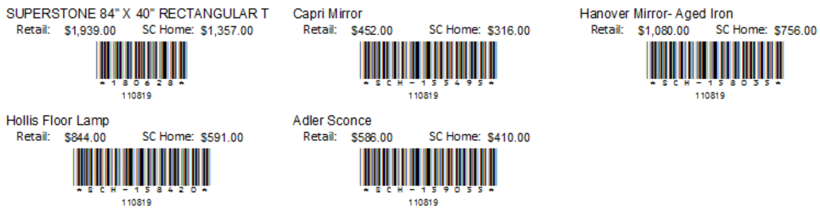


4: Custom Labels will print custom bar codes. You will need to key in the item number in its entirety, the quantity of labels you need to print then select which pricing option you would like to print.
****We only use the 2nd and 3rd option****


Retail Label Print Switchboard
Summer Classics Pelham
Avery 5160 Labels
SC And Accessories With SYSPRO PL "B"
Labels for POs - 5160 - w/Retail and PL "B"
Labels QOH by Product Class - w/Retail and PL "B"
Labels QOH by Product Class - w/ No Price
Custom Labels
"SCT" Order Labels - w/ SYSPRO PL "B"
"SCT" Order Labels - w/ Retail and PL "B"
"SCT" Order Labels w/ No Price

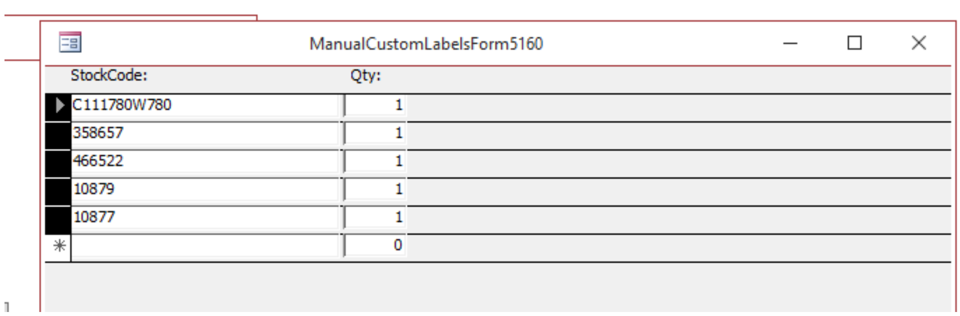

Retail Label Print Switchboard
ManualCustomLabelsForm5160
StockCode:
Qty:
180628
1
SCH-155495
1
SCH-158035
1
SCH-158420
1
SCH-159055
1
0
Delete Record
Print PL "B" Labels For the Information Above
Overide PL B Price
Print Labels w/ Retail and SC Home
Print Labels w/ No Price

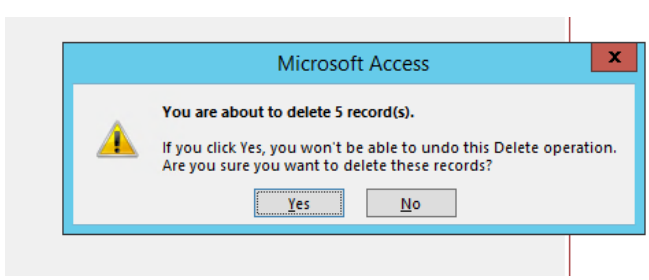
With Retail and SC Home pricing, the description on these labels will be left justified.
****Longer descriptions will likely cut off due to spacing constraints****



No Price - these barcodes are primarily used for inventory purposes.

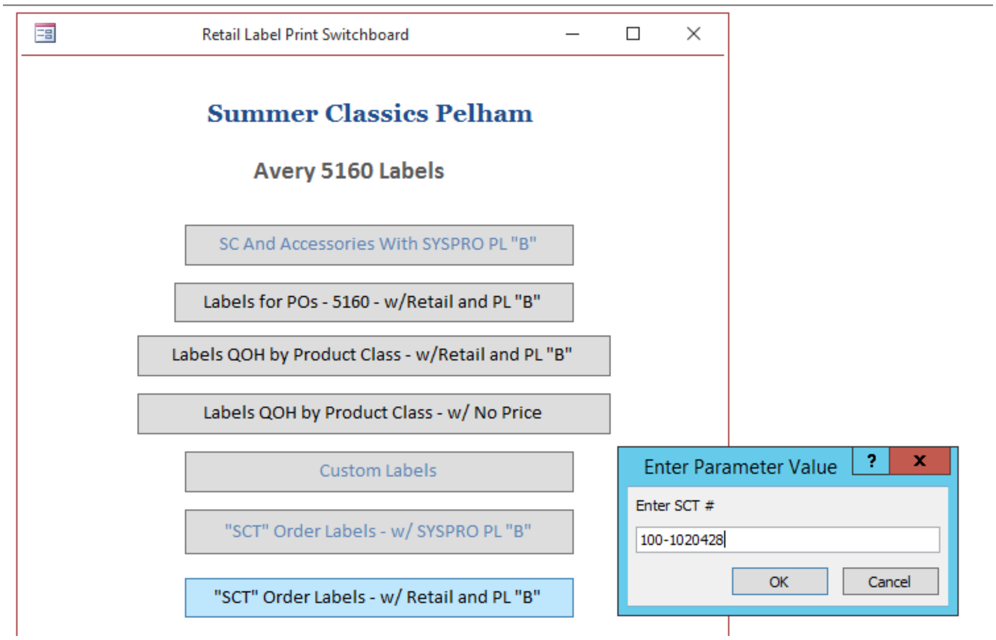
To delete multiple lines, click on the first line you would like to delete, hold down the shift key so that all entries are highlighted black on the left side, click delete. A pop up will display alerting you that you are about to delete your entries, click yes



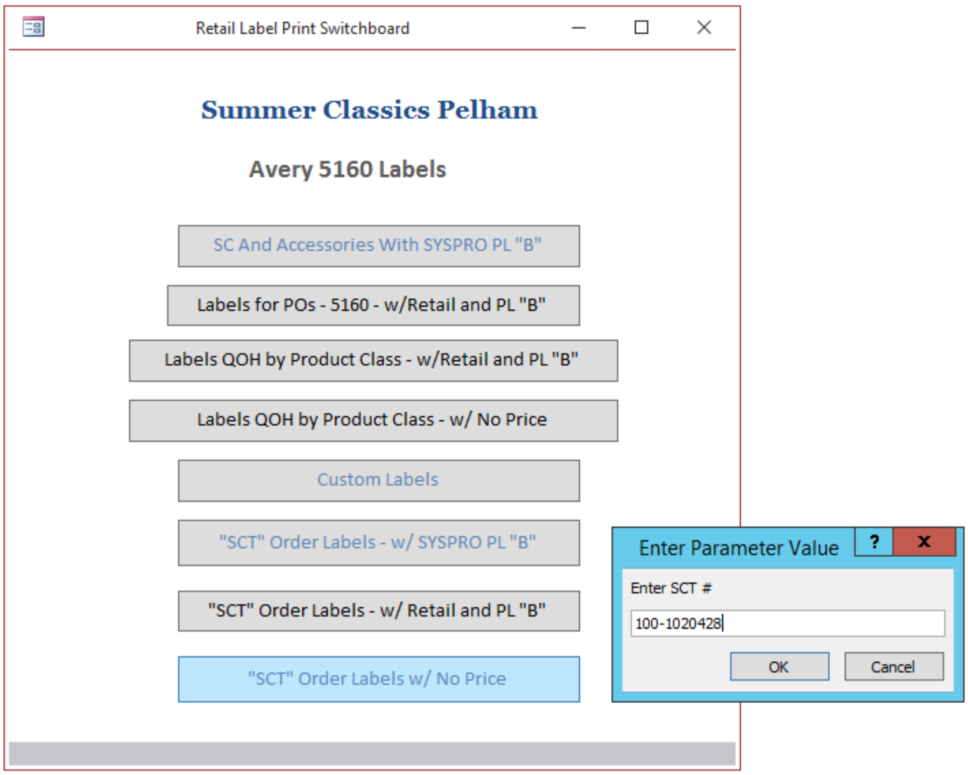


SUMMER CLASSICS
HOME

5: “SCT” Order Labels – w/Retail and PL “B” will print bar codes from an SCT with the Retail and SC Home pricing.



6: “SCT” Order Labels – w/no price will print bar codes from an SCT with no pricing, these barcodes are primarily used for inventory purposes.



9' CRANK AUTO TILT UMBRELLA *75620* 110819	9' CRANK AUTO TILT UMBRELLA *75620* 110819	9' UMBRELLA COVER *78044ON* 110819
9' UMBRELLA COVER *78044ON* 110819	78 LBS STAINED CONCRETE UMBRELLA BASE *92250* 110819	78 LBS STAINED CONCRETE UMBRELL/ BASE *92250* 110819

HOW TO PRINT FLOOR TAGS THAT ARE IN YOUR INVENTORY

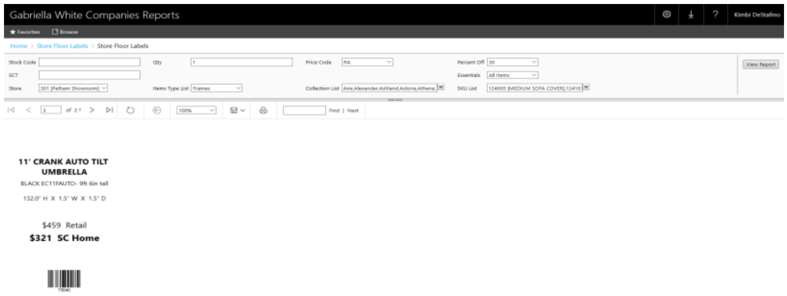
Go to Remote Desktop. Go to Report Manager. Select the “Store Floor Labels” tab

To print tags from your store's inventory:

- Ensure the "Stock Code" and "SCT" lines is cleared
- Click on the "Store" field and chose your store from the drop-down menu
- Type in the quantity needed if it is more than 1, however, if you need different quantities for tags, please print additional tags using the "Individual Tags" process.
- Price code is either "RA" or "R1". You will be notified by Store Support which price code to use based on price increases.
- Percent Off should remain at 20% unless specified **The Outlet will need to change theirs to 60%**
- Click on the "Items Type List" and select the following from the drop-down menu: "Cushions, Frames, Gabby Regular **(Gabby Case Goods - excludes Lighting, Mirrors, Art and Accessories)**, Gabby Tailored" **(Note: We will not use the WJ Option, WJ tags are still done through the bar code labels in Access at this time)**
- Click on the "Collections List" and make sure that "None Selected" is unchecked. You can select "ALL" if you would like to select all collections. If you only need to print certain collections, please select the collections from the list and it will generate all sku's in the "Sku List" that are in selected collections that are listed in **your stores current inventory**.
- Click on the drop-down "Sku List". You can select "ALL" if you would like to all tags in those collections or you can check only the sku's needed from the collections listed.
- Leave all other fields blank
- Click "View Report"

*****WHEN PRINTING A TAG FOR A PRODUCT THAT IS PART OF A KIT SKU – PLEASE UNCHECK ALL OF THE COMPONENT SKU'S (EX: SCH-XXXXXX-A/SCH-XXXXXX-B) IN YOUR SKU LIST. YOU WILL NEED TO PRINT THE PARENT SKU USING THE "INDIVIDUAL TAG" PRINTING INSTRUCTIONS*****

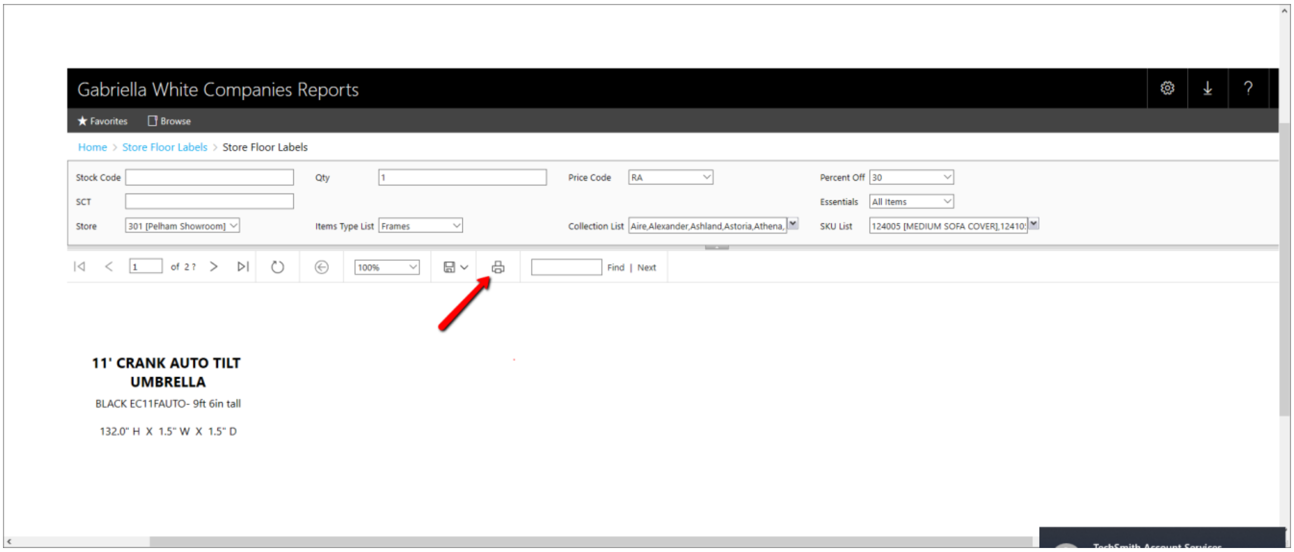
A preview of your tag will generate below. **The preview will show only the first tag in your inventory**



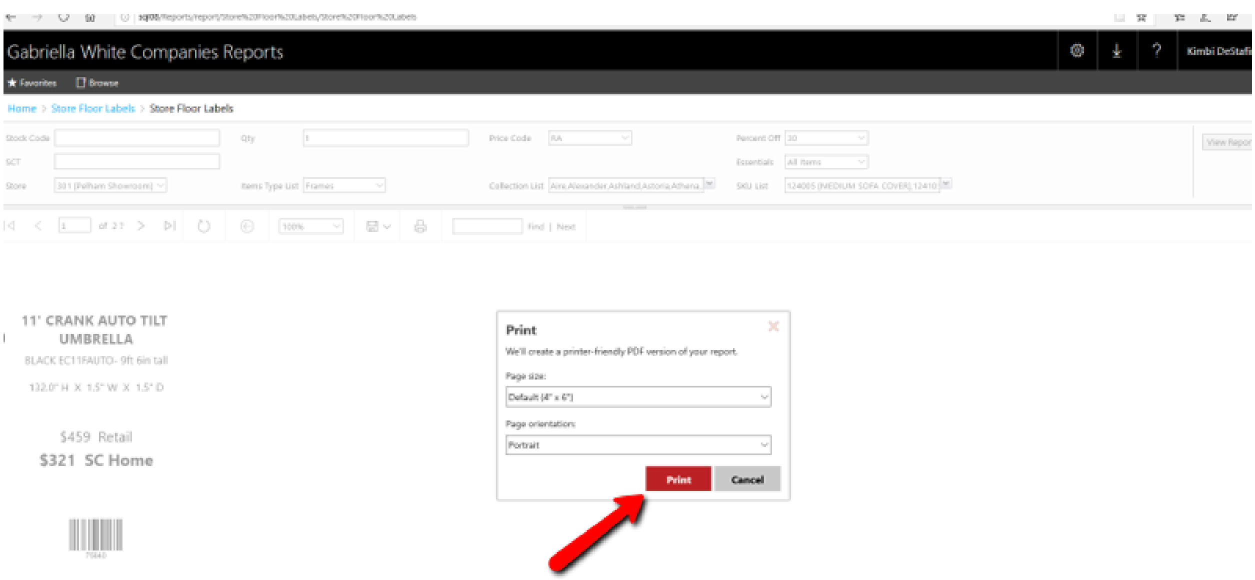
The paper will be loaded into the front pop out tray on the Brother HL-L9310 Printer (see image below. You will not need to change any printer on the printer settings after loading your paper.

Click the printer icon on the preview screen.

SUMMER CLASSICS
HOME

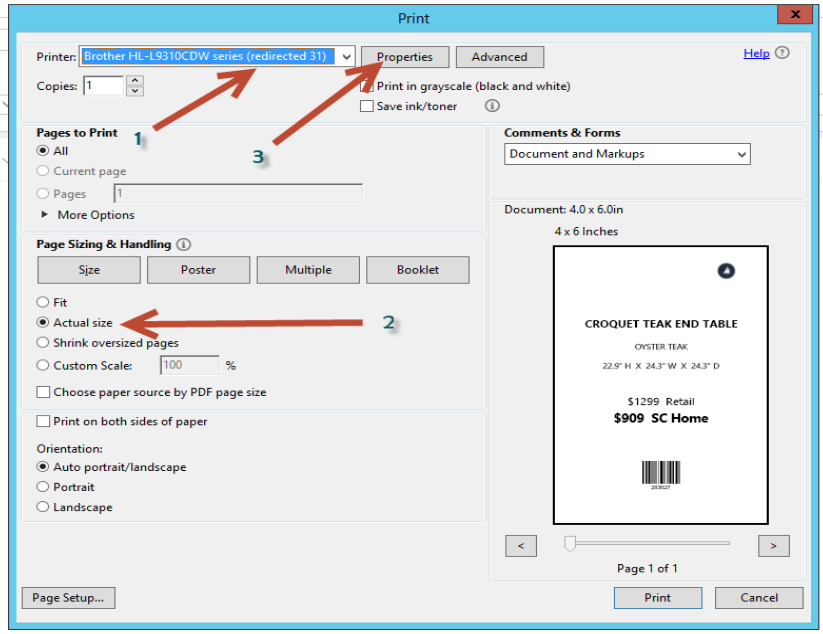


There will be a "Print" pop up box that appears, it will default to 4x6 and Portrait for your page orientation. Do not change anything on this screen. Click "Print".

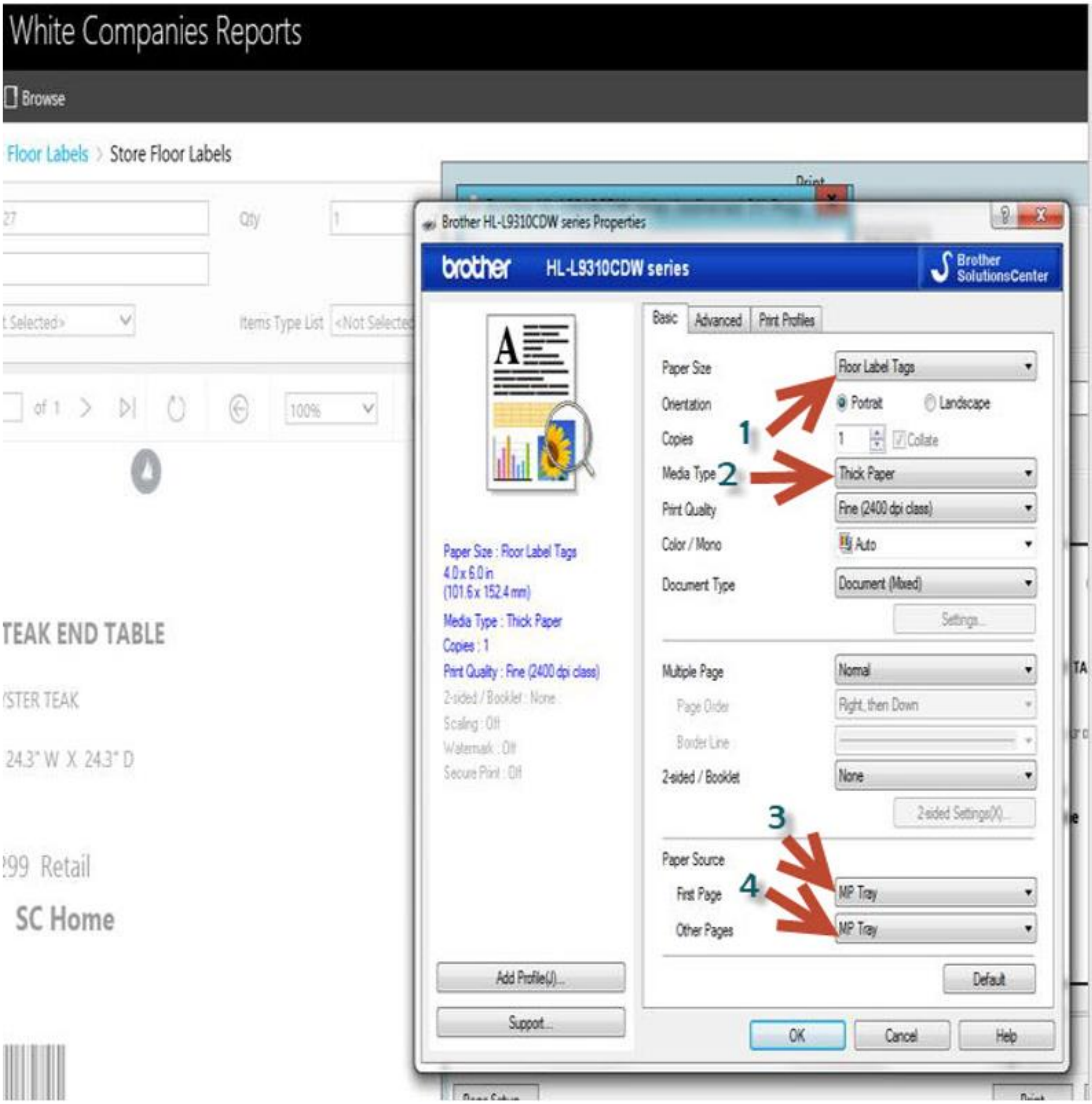


On this screen make sure the Printer is set to the Brother HL-L9310 Printer. (arrow 1)
Under Paper Sizing and Handling select "Actual Size" (arrow 2)
Then hit the "Properties" button at the top of the screen. (arrow 3)

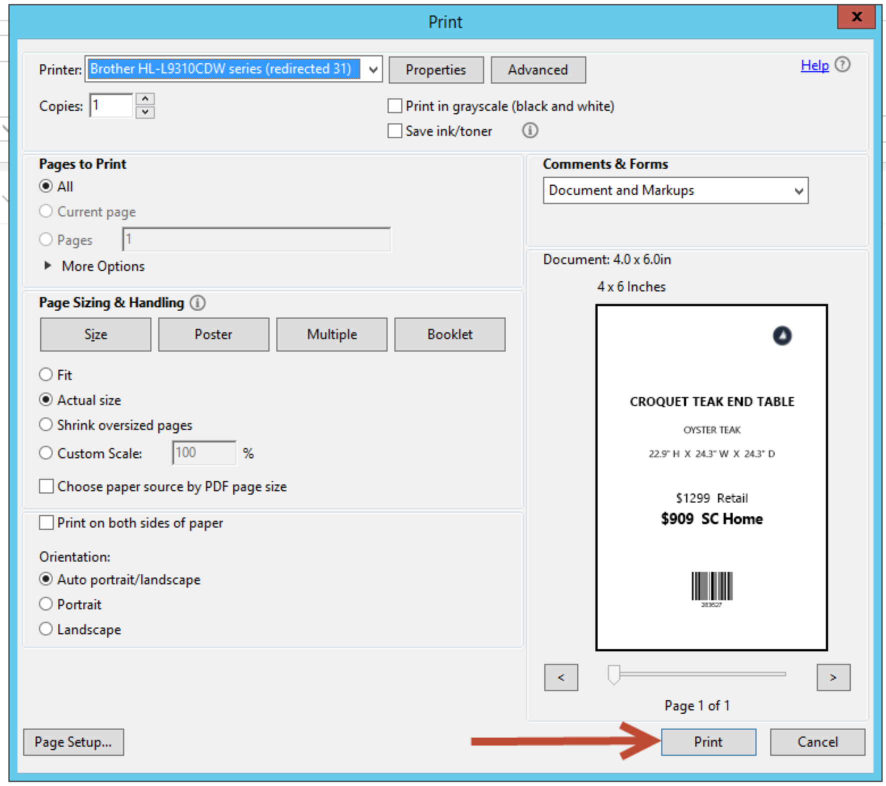
SUMMER CLASSICS HOME



After clicking the "Properties" button you will see the following pop up. By Paper Size select "Floor Label Tags". All of your settings have been previously set up for you. Click OK. ****if you need to print your tags from another PC, please reach out to Store Support so we can remote in to your PC and set these settings up for you. These settings are PC specific, not printer specific*****



Now you are back on your Print Screen. Select" Print" to print your labels.



HOW TO PRINT FLOOR TAGS FROM SCT

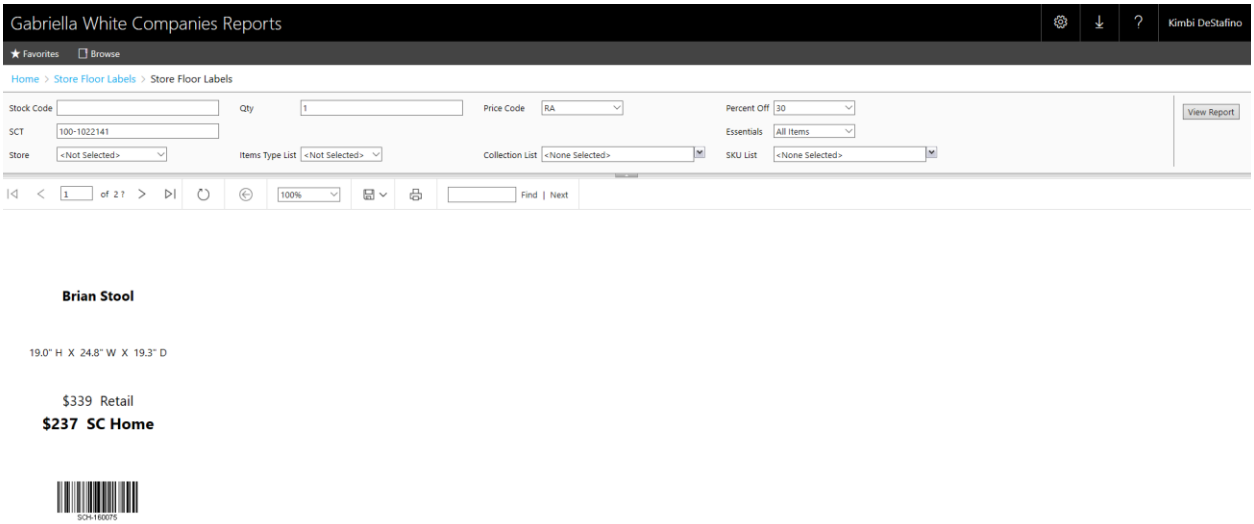
Go to Remote Desktop. Go to Report Manager. Select the "Store Floor Labels" tab.

To print tags from an SCT:

- Ensure the "Stock Code" line is cleared
- In the SCT field, enter the 100 number
- Quantity will default to 1
- Price code will be "RA" or "R1," Store Support with notify you of code to use at all times based on given price increases.
- Percent Off should remain at 25% unless specified **The Outlet will need to change theirs to 60%**
- Leave all other fields blank
- Click "View Report"

*****WHEN PRINTING A TAG FOR A PRODUCT THAT IS PART OF A KIT SKU – PLEASE UNCHECK ALL OF THE COMPONENT SKU'S (EX: SCH-XXXXXX-A/SCH-XXXXXX-B) IN YOUR SKU LIST. YOU WILL NEED TO PRINT THE PARENT SKU USING THE "INDIVIDUAL TAG" PRINTING INSTRUCTIONS*****

A preview of your tag will generate below. **The preview will show only the first tag on the SCT**



The paper will be loaded into the front pop out tray on the Brother HL-L9310 Printer (see image below. You will not need to change any printer on the printer settings after loading your paper.

Click the printer icon on the preview screen.

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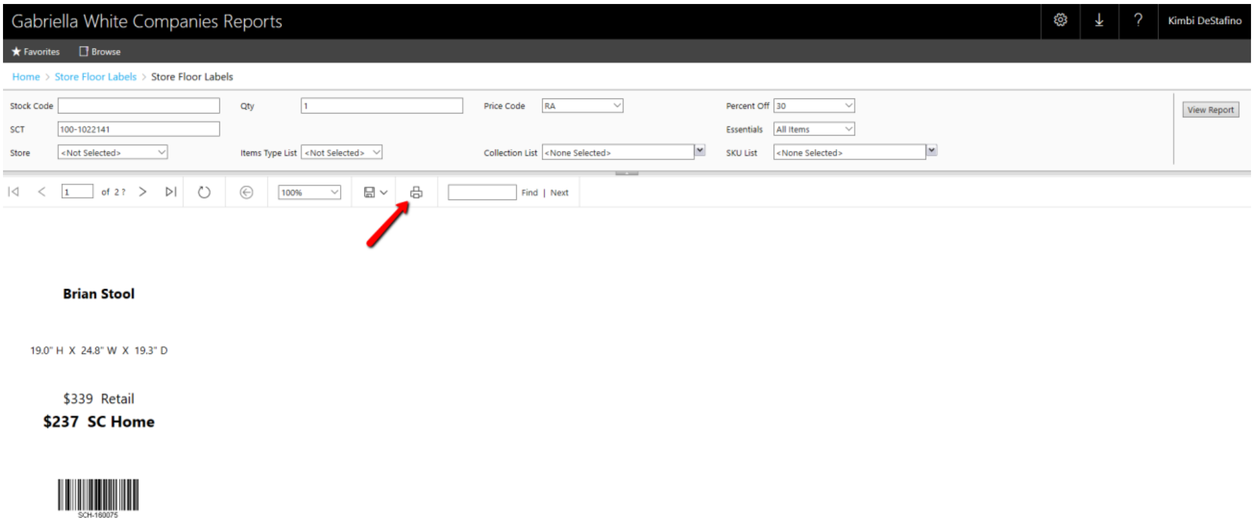
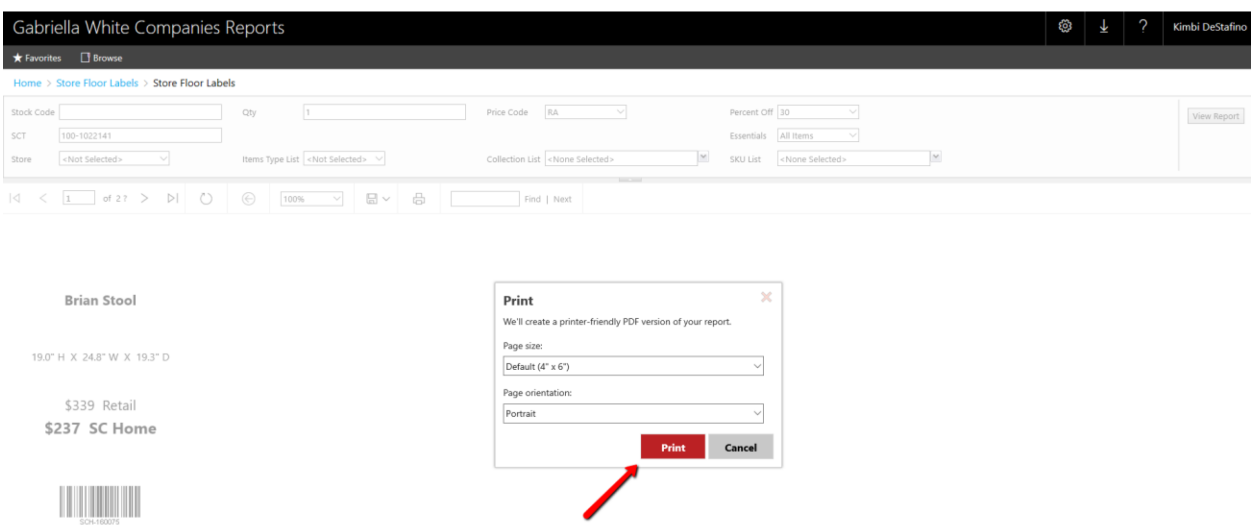
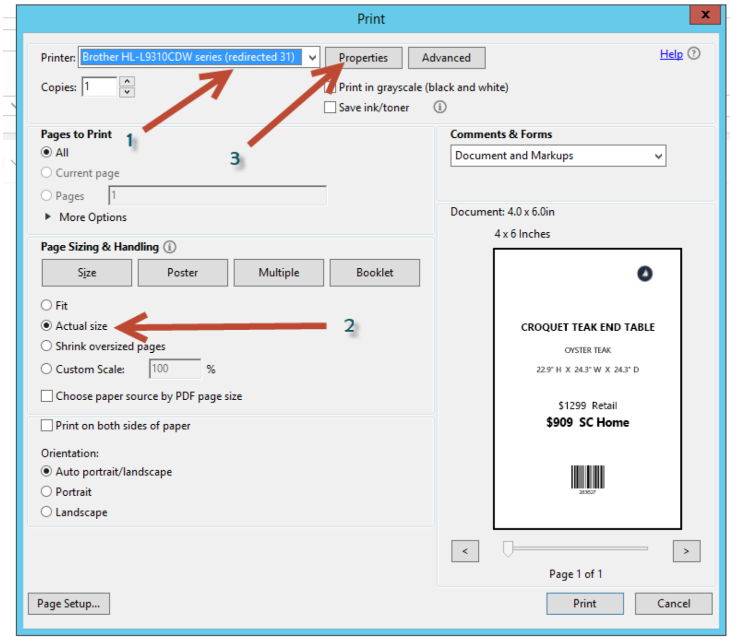


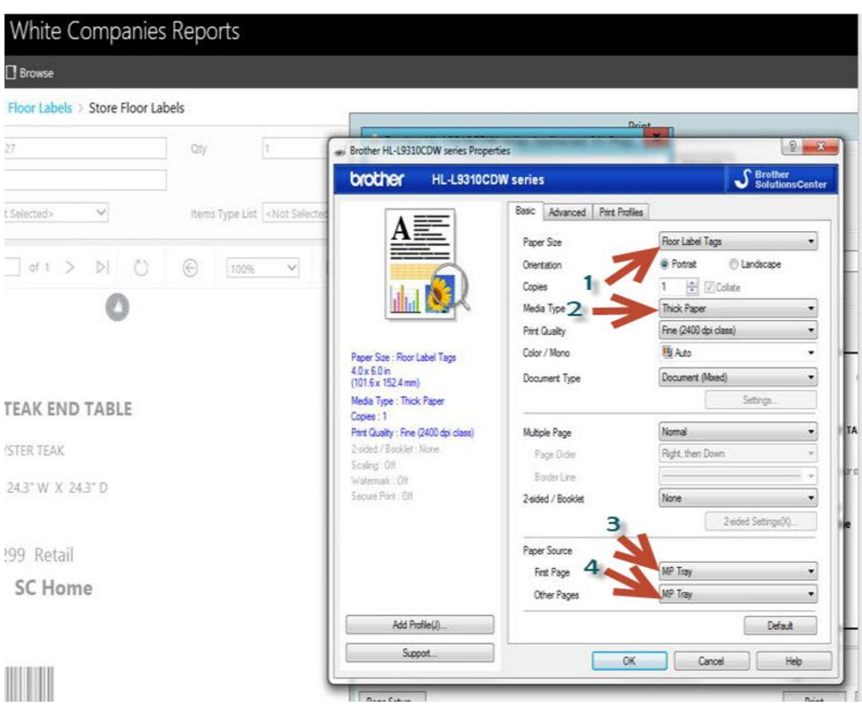
There will be a "Print" pop up box that appears, it will default to 4x6 and Portrait for your page orientation. Do not change anything on this screen. Click "Print".



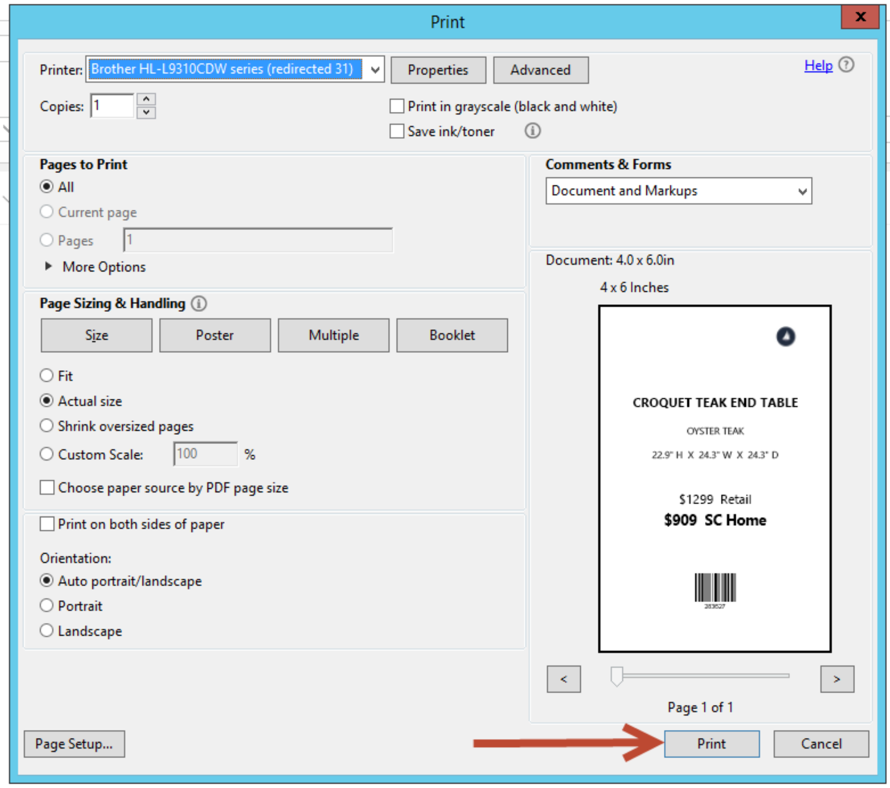
On this screen make sure the Printer is set to the Brother HL-L9310 Printer. (arrow 1)
Under Paper Sizing and Handling select "Actual Size" (arrow 2)
Then hit the "Properties" button at the top of the screen. (arrow 3)



After clicking the “Properties” button you will see the following pop up. By Paper Size select “Floor Label Tags”. All of your settings have been previously set up for you. Click OK. ****if you need to print your tags from another PC, please reach out to Store Support so we can remote in to your PC and set these settings up for you. These settings are PC specific, not printer specific*****



Now you are back on your Print Screen. Select" Print" to print your labels.



HOW TO PRINT FLOOR TAGS INDIVIDUALLY

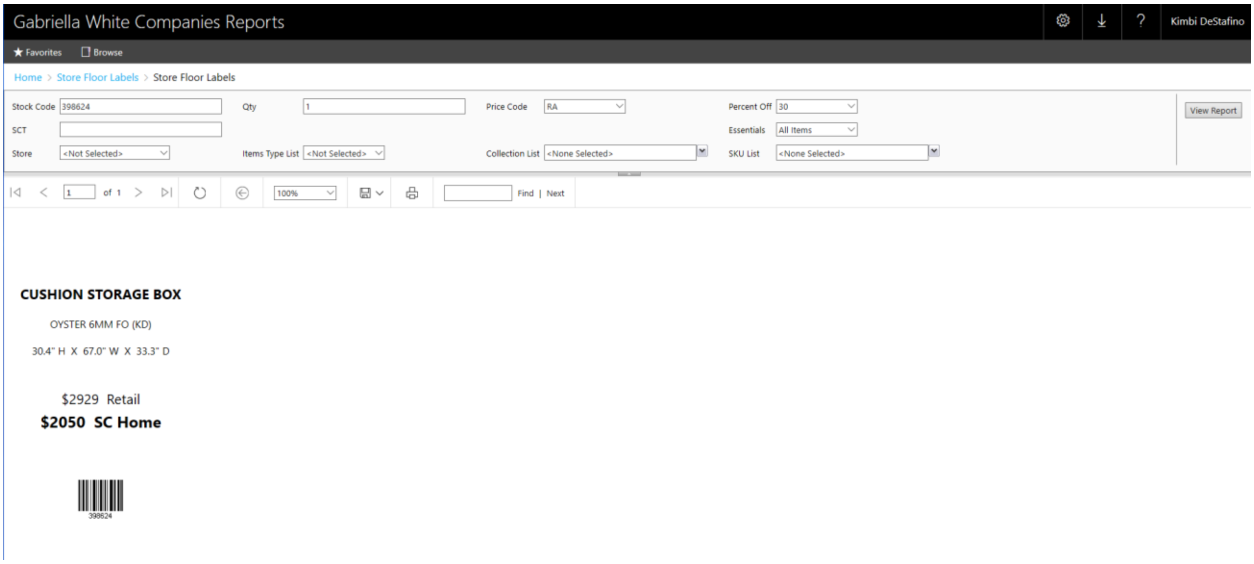
Go to Remote Desktop. Go to Report Manager. Select the "Stores Floor Labels" tab

To print individual tags:

- In the "Stock Code" field, enter the full sku that you are trying to print
- Type in the quantity needed if it is more than 1
- Price code will be "RA" or "R1," you will know from Store Support's direction.
- Percent Off should remain at 25% unless specified **The Outlet will need to change theirs to 60%**
- Leave all other fields blank
- Click "View Report"

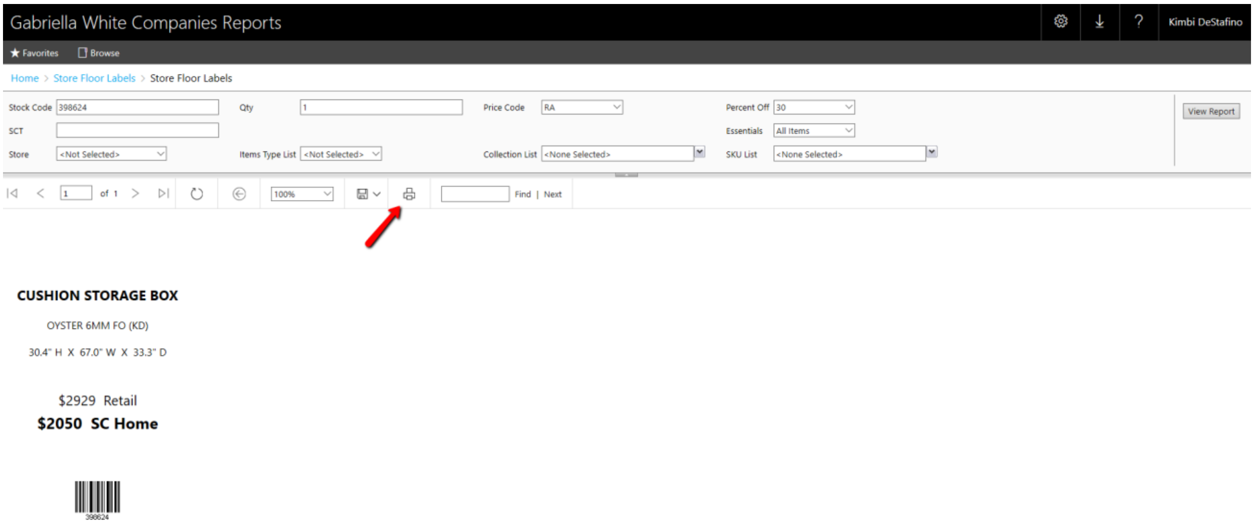
*****WHEN PRINTING A TAG FOR A PRODUCT THAT IS A KIT SKU – PLEASE PRINT A TAG USING THE PARENT SKU ONLY*****

A preview of your tag will generate below.

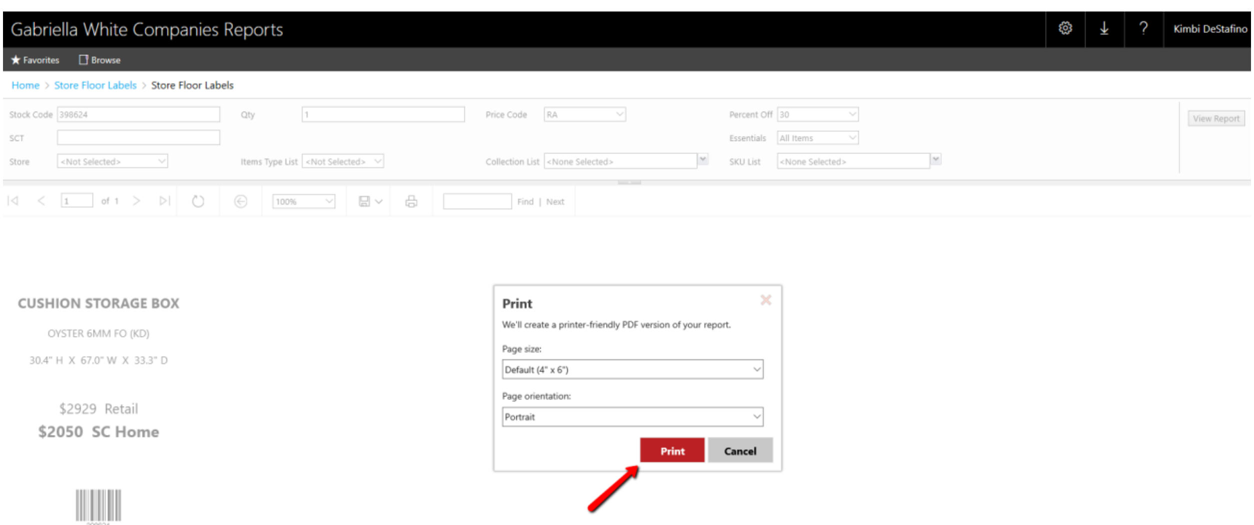


The paper will be loaded into the front pop out tray on the Brother HL-L9310 Printer (see image below). You will not need to change any printer on the printer settings after loading your paper.

Click the printer icon on the preview screen.



There will be a “Print” pop up box that appears, it will default to 4x6 and Portrait for your page orientation. Do not change anything on this screen. Click “Print”.



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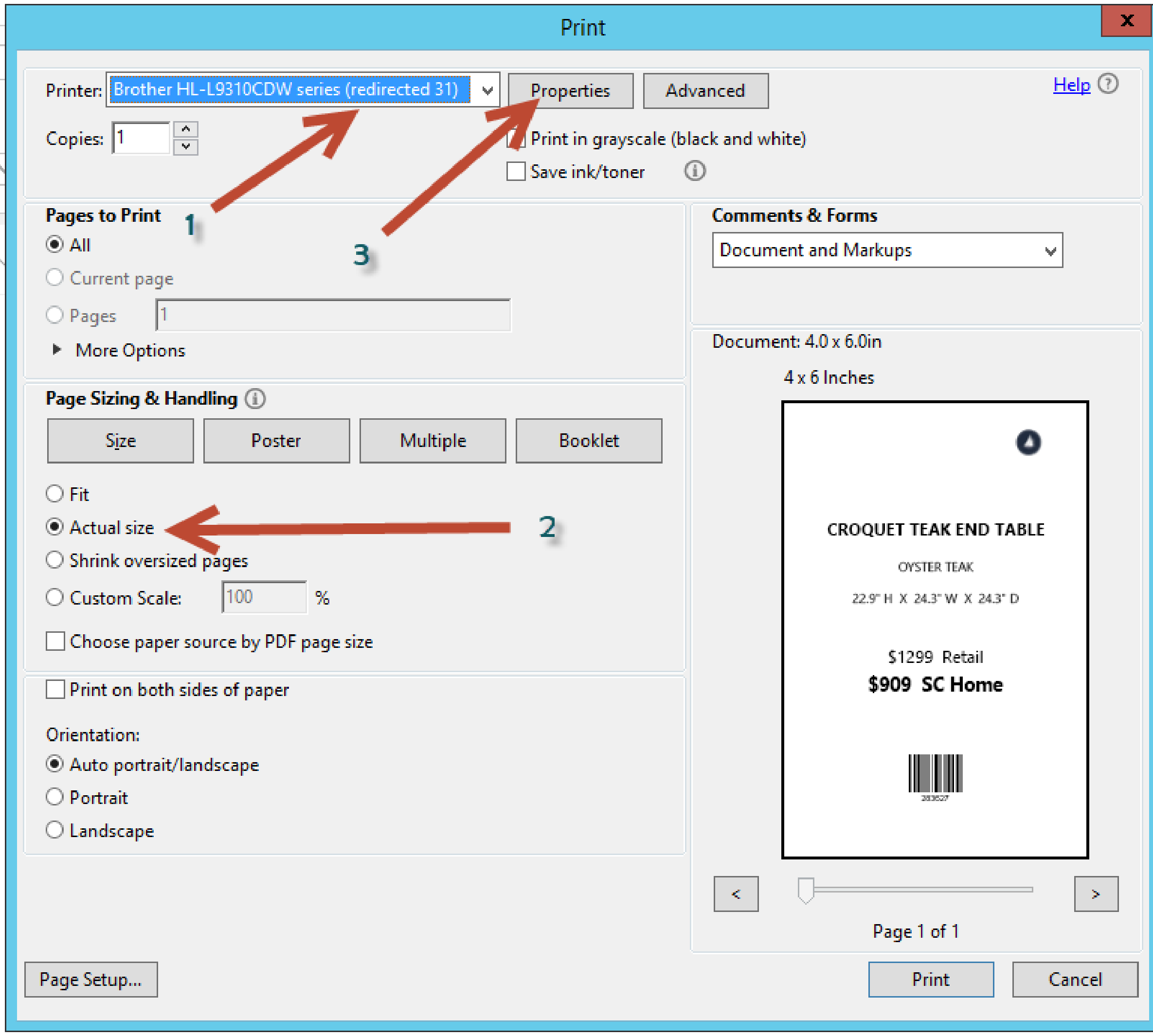
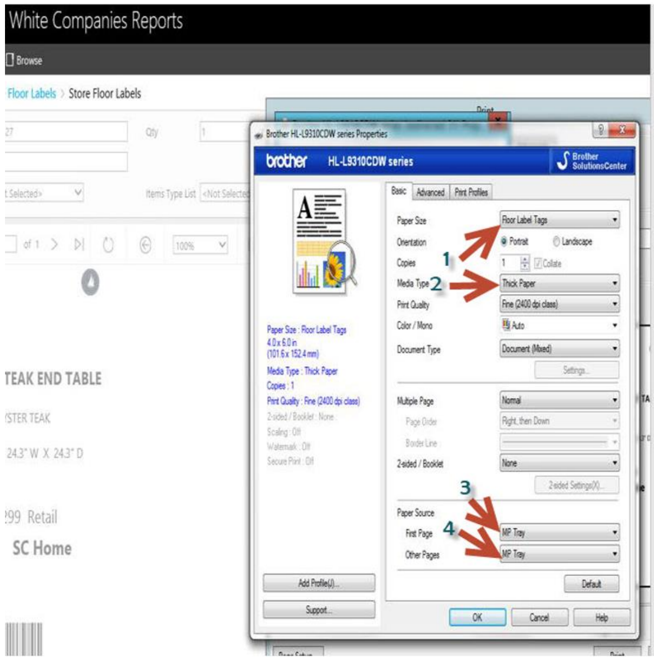
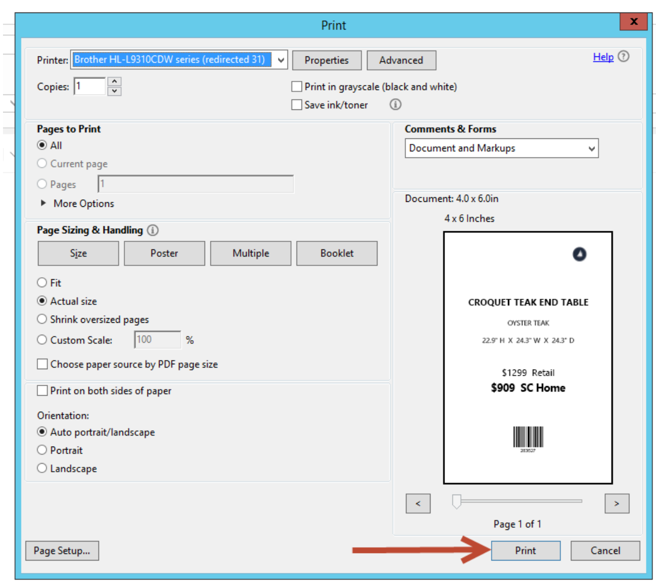
On this screen make sure the Printer is set to the Brother HL-L9310 Printer. (arrow 1)
Under Paper Sizing and Handling select “Actual Size” (See arrow 2)
Then hit the “Properties” button at the top of the screen. (See arrow 3)



After clicking the “Properties” button you will see the following pop up. By Paper Size select “Floor Label Tags”. All of your settings have been previously set up for you. Click OK. ***if you need to print your tags from another PC, please reach out to Store Support so we can remote in to your PC and set these settings up for you. These settings are PC specific, not printer specific***



Now you are back on your Print Screen. Select” Print” to print your labels.



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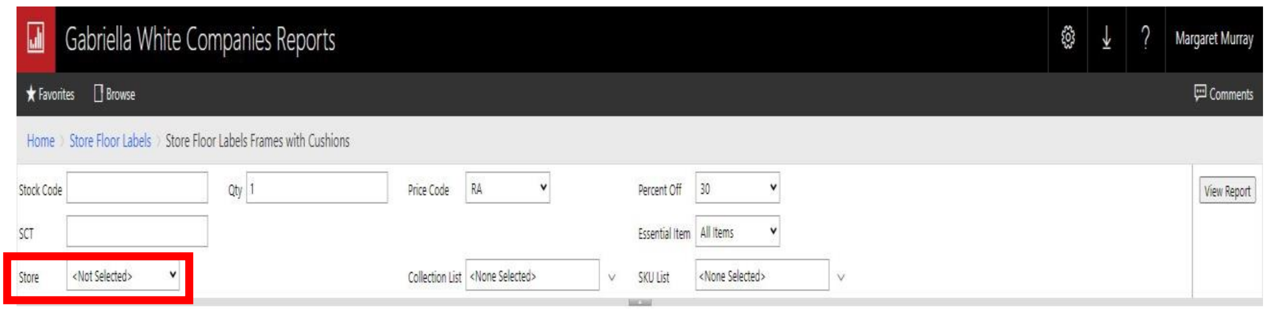
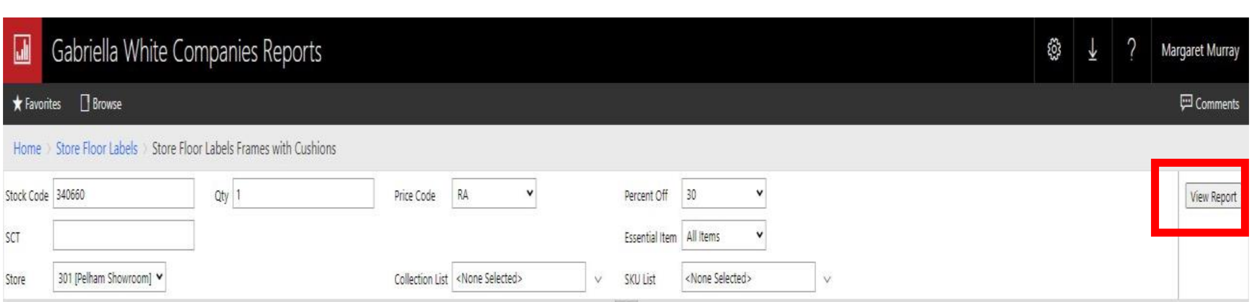
STORE FLOOR LABELS FRAMES WITH CUSHIONS REPORT

You will use this report to create tags for any SC item that has a cushion option with it, **excluding** dining chairs. First thing to do is select your store from the drop-down menu, which is shown in the red box below.

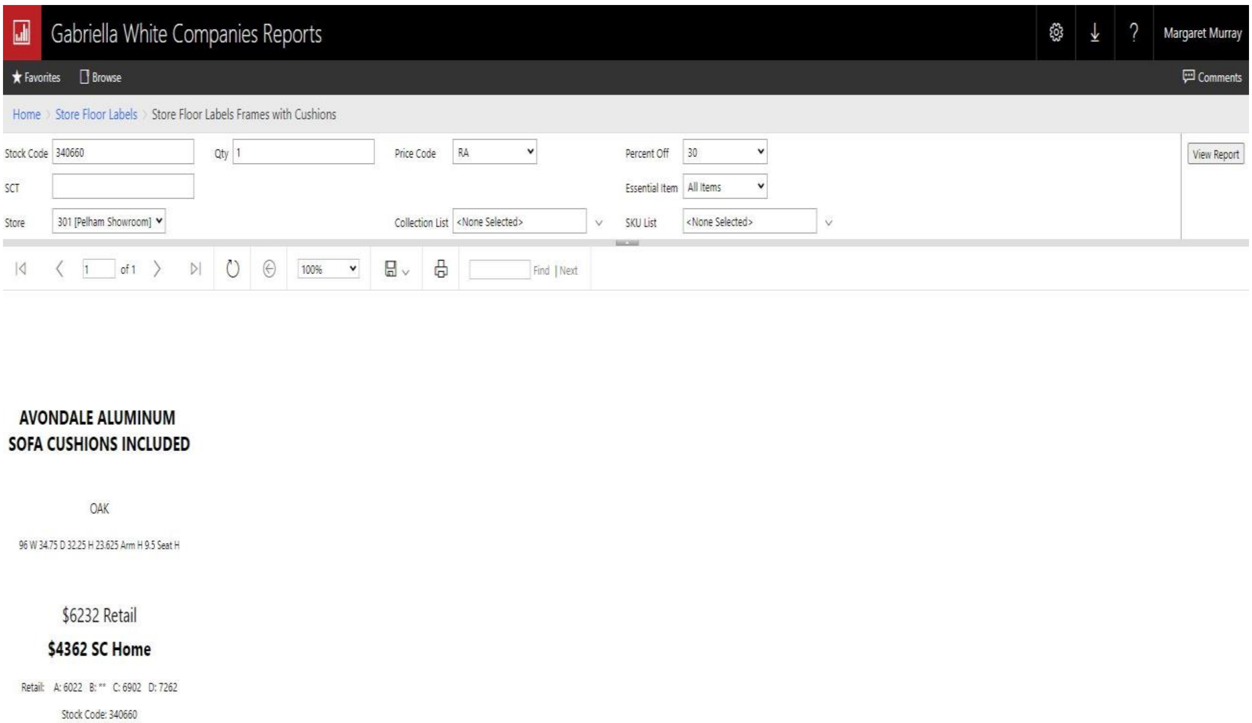


As you can see from the image above, you can **either generate your tag from just a stock code or a SCT number**. If you make the tag by typing in the **stock code**, type the **FRAME ONLY sku** in the stock code box. If pulling tags from a **SCT**, type the appropriate **100 number in the SCT box**. Note that if you use the **SCT function**, it will <u>only</u> pull the skus that have a **frame with a corresponding cushion**, so you will need to remember to create the remainder of the tags on the Store Floor Labels Not Frames with Cushions report, if necessary. You will just type in the same 100 number on the other report to get the rest of the items.

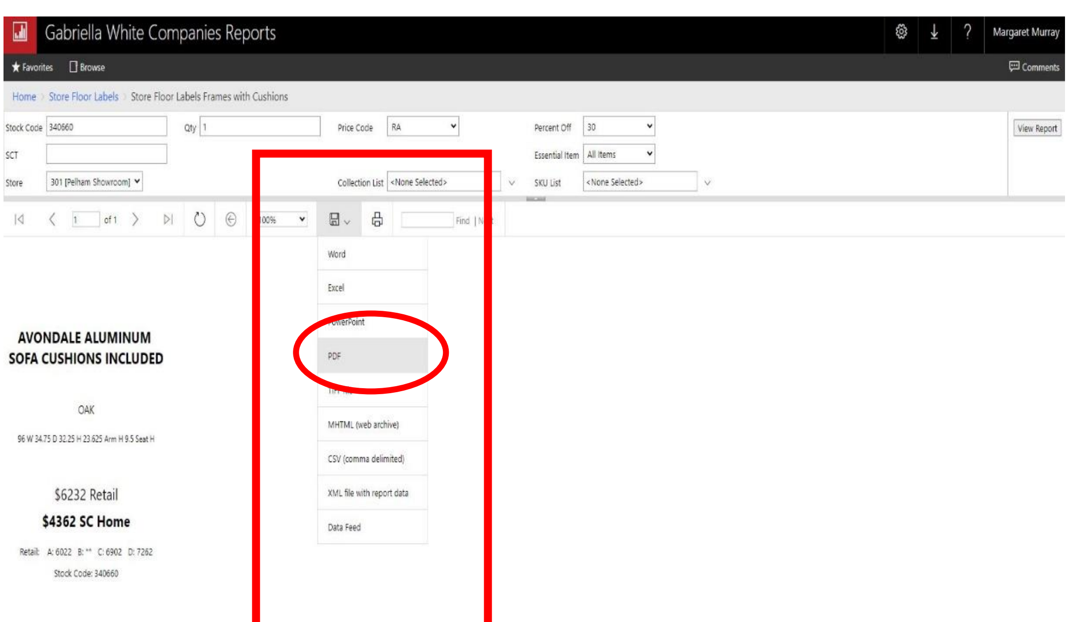
Step 1: I will be using a **stock code** in my example below. Type your **frame only sku** in the **stock code box** and type in your **quantity** in the **qty. field**. You will select RA or R1 for your price code. IT switches between codes on each price increase so Store Leadership will notify you of which price code is being used at any given time. The **percent off** field should reflect the **everyday 25% off** price, so you will not need to change this unless you have specific needs. Once you have all of these fields filled out click **View Report**.



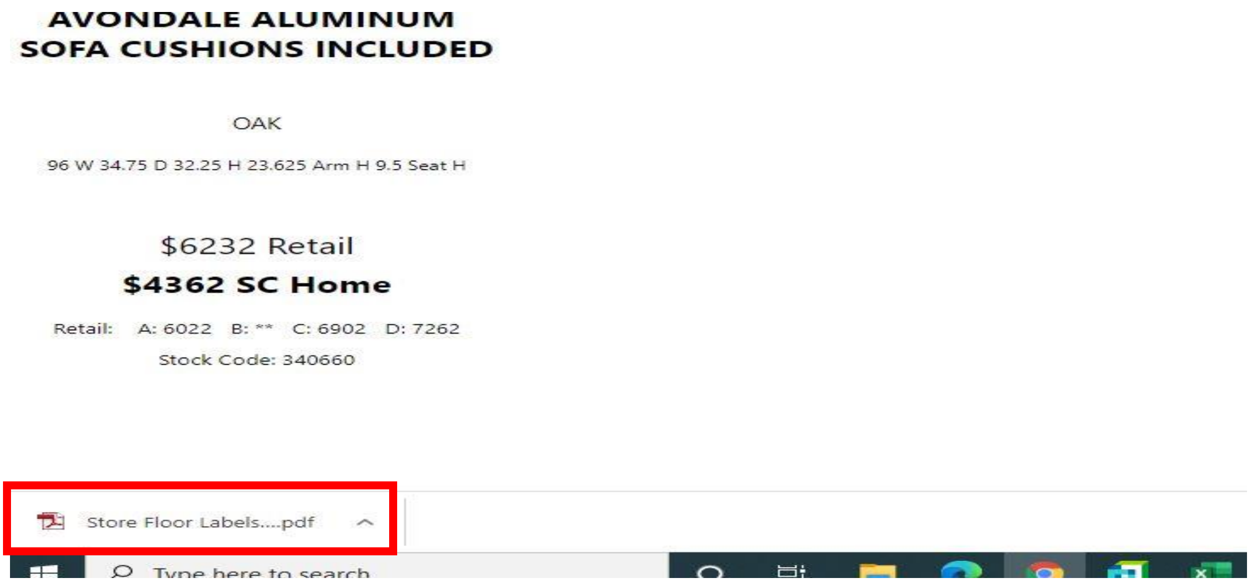
Step 2: You will see the below after clicking view report. This is the preview of what your tag will look like.



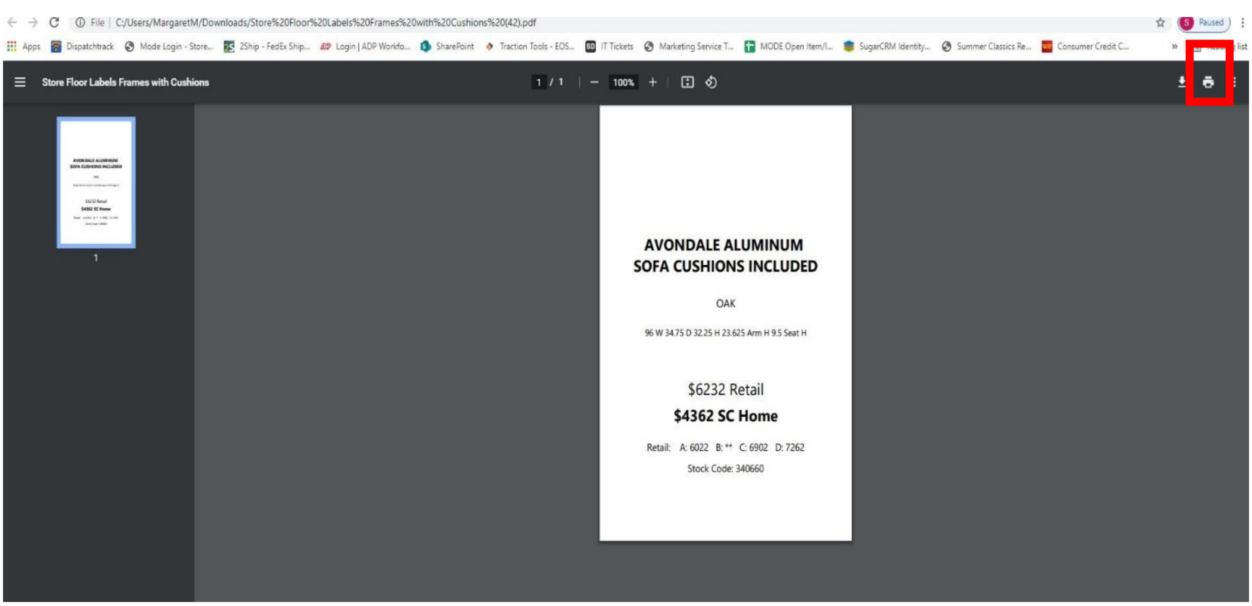
Step 3: Click on the drop-down button next to the save icon and select PDF to save the tag to your desktop. If you are printing yourself, you will just clink the printer icon and follow the same steps as above to print.



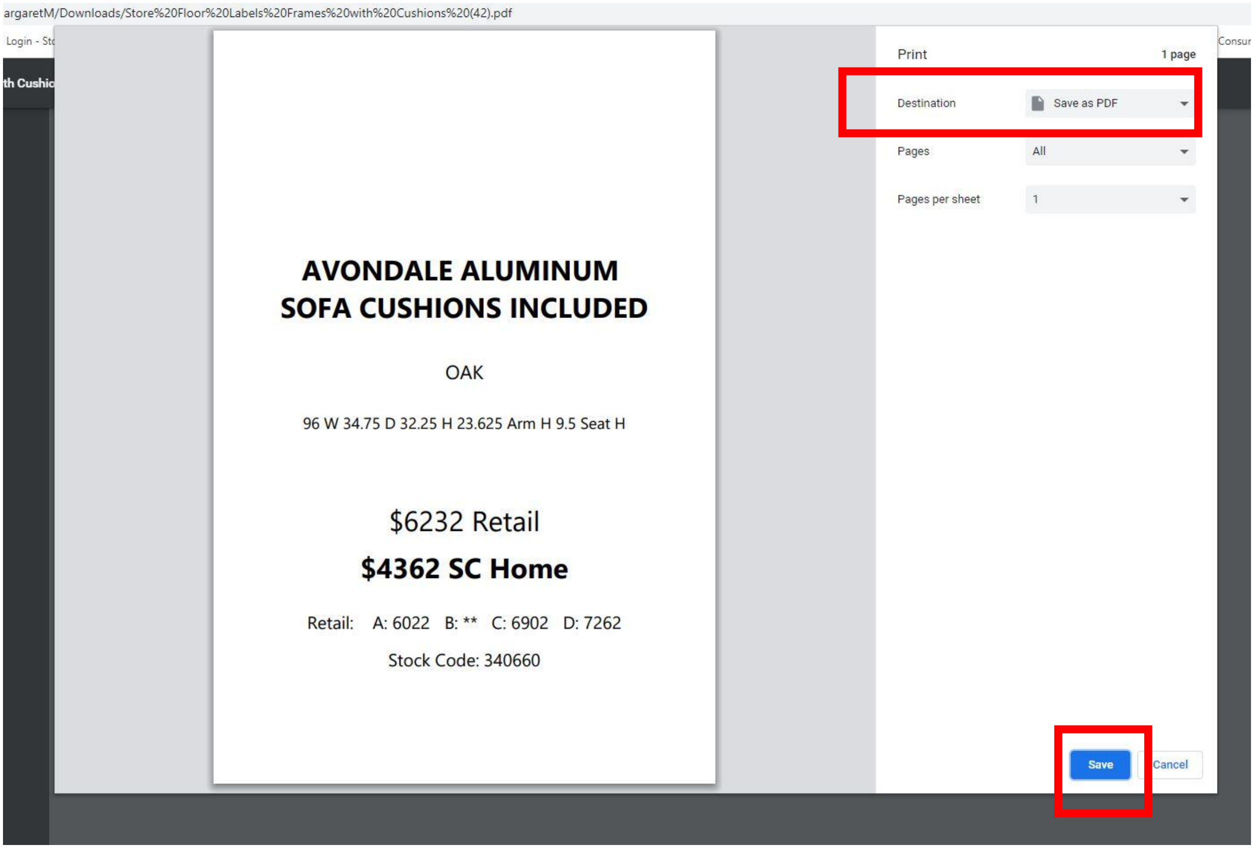
Step 4: After you click the PDF option, your file will download to the bottom of your screen. Double click on the downloaded file.



Step 5: You then will be directed to the below screen. Click on the print button in the top right corner.

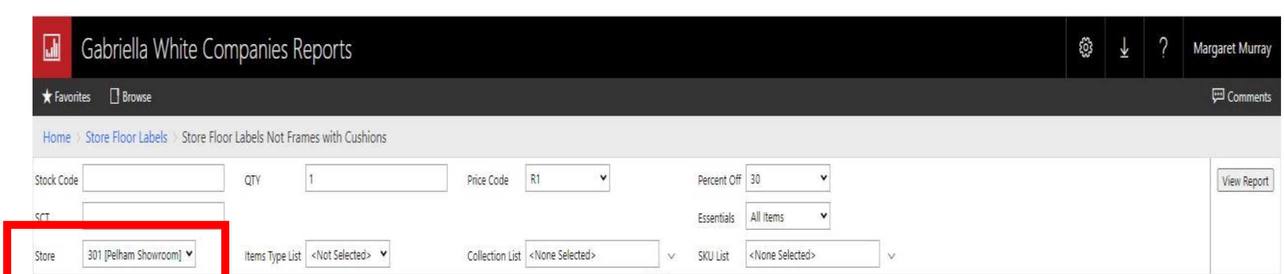


Step 6: You will then see the below screen. Make sure “Save as PDF” is selected in the drop-down box on the right. Click the save button at the bottom of the screen, rename your file, and save the PDF to your desktop.



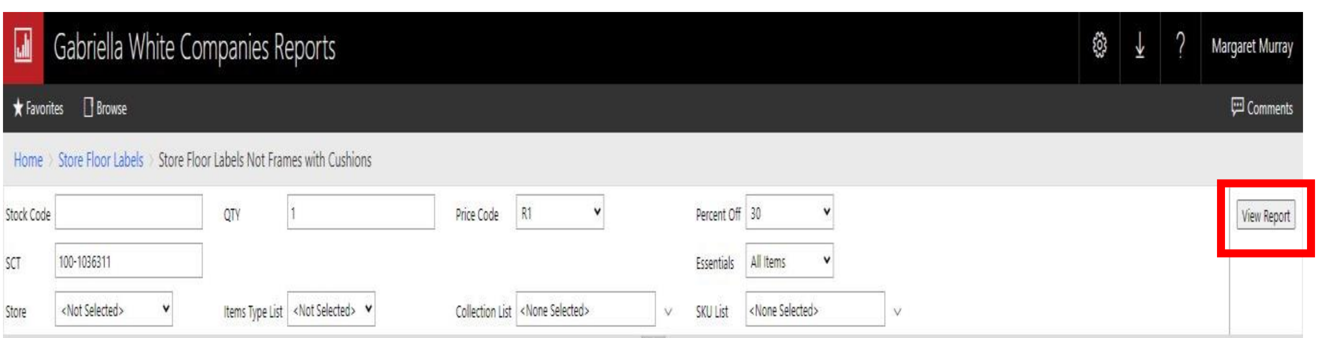
STORE FLOOR LABELS NOT FRAMES WITH CUSHIONS REPORT

You will use this report to create tags for any SC item that does NOT have cushion option with it as well as all items that require the big Gabby tags, like dining tables, dressers, etc. First thing to do is select your store from the drop-down menu, which is shown in the red box below.

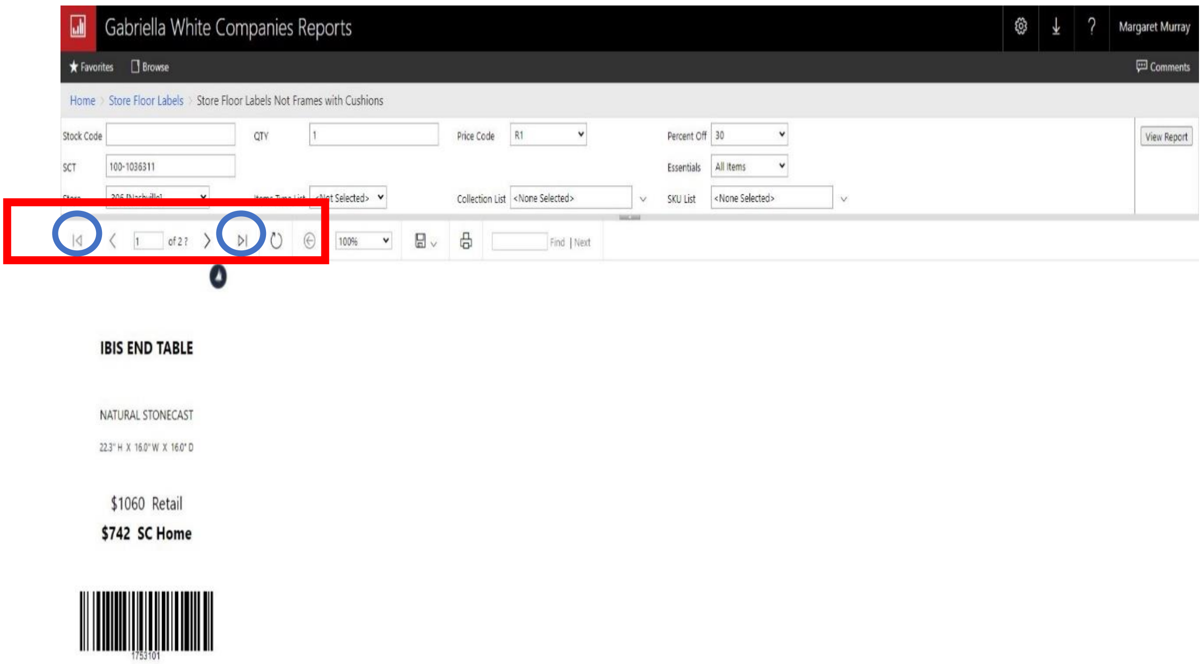


As you can see from the image above, you can **either generate your tag from just a stock code or a SCT number**. If you make the tag by typing in the **stock code**, type the **sku in the stock code box**. If pulling tags from a **SCT**, type the appropriate **100 number in the SCT box**. Note that if you use the **SCT function**, it will only pull the skus that **do <u>not</u> have a frame with a corresponding cushion**, so you will need to remember to create the remainder of the tags on the Store Floor Labels Frames with Cushions report, if necessary. You will just type in the same 100 number on the other report to get the rest of the items.

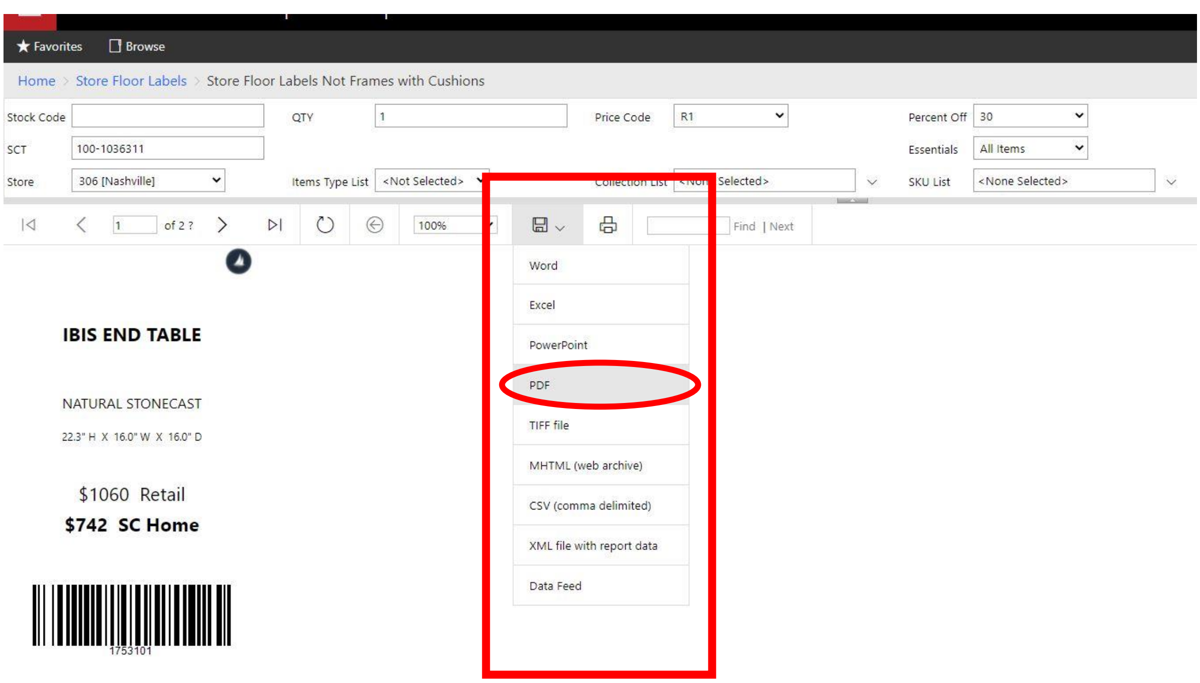
Step 1: I will be using a **SCT** in my example below. Type the **100 number** in the **SCT box** and **make sure you keep your quantity as 1, as quantities listed on each item on the SCT will print regardless**. You will select RA or R1 for your price code. IT switches between codes on each price increase so Store Leadership will notify you of which price code is being used at any given time. The **percent off** field should automatically reflect **the everyday 25% off** price, so you will not need to change this unless you have specific needs. Once you have all of these fields filled out click **View Report.**



Step 2: You will see the below after clicking view report. This is the preview of what your tag will look like. You will also notice that above the tag preview reads "1 of 2?" which notes that more than one tag was generated. You can click the arrows to see which skus will print. The arrows highlighted in blue will jump you to the end of beginning of the tags. The "<" or ">" will just allow you to click through each item.



Step 3: Click on the drop-down button next to the save icon and select PDF to save the tag to your desktop. Repeat steps 4-6 from the above.



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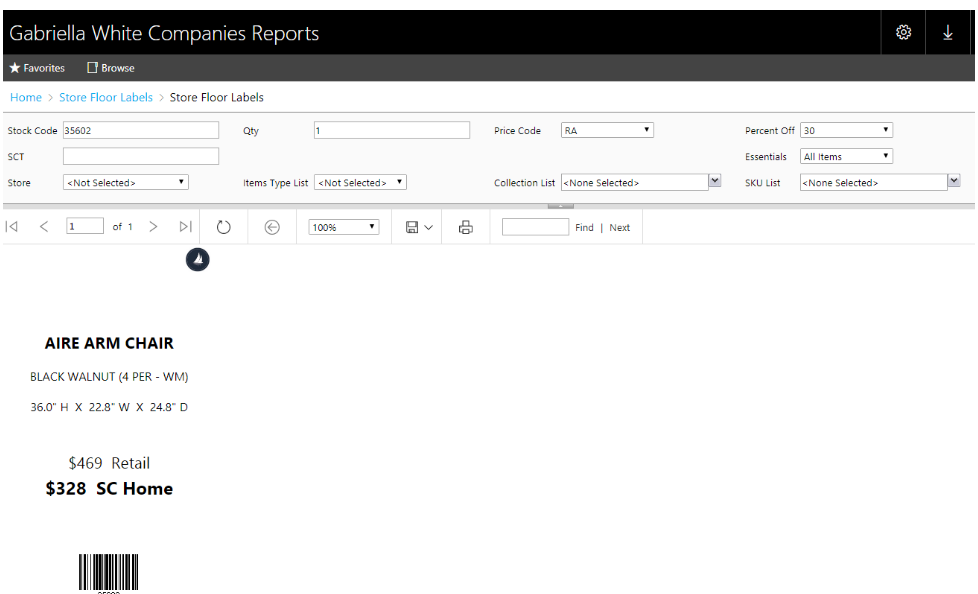
EDITING A 4X6 BRANDED TAG

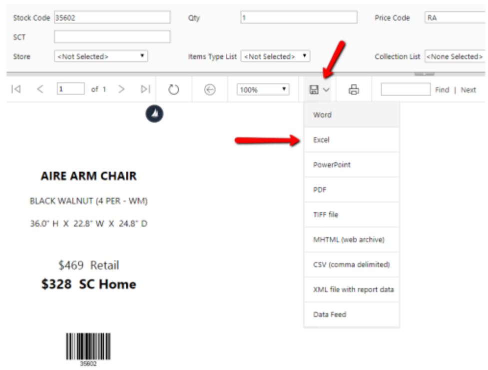
Go to Remote Desktop. Go to Report Manager. Select the “Stores Floor Labels” tab.

In the “Stock Code” field, enter the full sku that you are trying to edit and print
Type in the quantity needed if it is more than 1
Price code should remain as “R1”.
Percent Off should remain at 30% unless specified **The Outlet will need to change theirs to 60%**
Leave all other fields blank
Click “View Report”

A preview of your tag will generate below.



To Edit this tag, click on the Save Icon, and choose Excel from the drop-down list.



There will be a notification in the bottom left hand corner of your page, indicating an excel document is generating.

Double click on the excel document to open. Double click on the areas of text that you would like to edit. In this example, we will be changing the long description that currently reads “BLACK WALNUT (4 PER – WM)” to read “BLACK WALNUT – FRAME ONLY”

After you have edited the needed text, click on row 2 and insert a blank row. This allows the information to drop down so when it prints, it is not so close to the SC printed logo.

Click file, print. Select the Brother HL-9310CDW from the list. Click on the blue "Printer Properties" hyperlink below the name of the printer. Select the "Floor Label Tag" printer setting, click OK. Click on the Custom Margins, select "Custom Margins" and change the right margin to .50. Click on No Scaling and select "Fit Sheet on One Page". Click Print.

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SHIPPING

SHIPPING NOTES

If your order needs to be split shipped, you do not need to send a request. Please change the "Pick Ticket Now" from N to Y. By hitting Y, the ticket is automatically printed and on your next scheduled pick day the order will be picked and shipped. Please note if you select **as available** as the status and not complete you will still need to change the pick ticket status each time an item goes into reserve, if this is how you are wanting the order to ship. Requests are no longer needed.

Use NET dates to ensure your order does not ship out before a customer is wanting. If a customer doesn't need for a few months due to construction, enter as a NET order so it doesn't tie up our backlog.

Once the truck has arrived and the store has checked their box count against the pick ticket from MN that the trucking company provides, if your truck is missing something be sure to tell Store Support the specific items that are missing in addition to the box count.

If shipping discovers that a piece of an order can't be located while loading a truck, they will go ahead and send the rest of the order and enter a Problem Ticket Report for the team to search for the item.

When a White Glove Delivery outside of your local delivery area ships from MN, stores will receive an email letting you know that it is shipped along with Order Numbers, Shipping Date, Tracking Link for Trucking Company, and Contact Info for Truck Driver. Once one of these orders has shipped you may receive in the stock codes and invoice the order. You will not receive a pick ticket for these orders because they do not go to the store.

-Make sure that any White Glove Deliveries or Drop Ships have the appropriate fields selected as well as the customer's shipping info entered, not the stores.

MERCHANDISE MISSING FROM TRUCKS PROCESS

If you are missing items once your truck arrives and you have a 3PL, reach out to them immediately to check to see if it may have been left or misplaced on the truck. If not, please contact Store Support and the Retail Division Operations Manager.

Store Support/RDOM will communicate this information to the OS&D Department for you. Once a resolution has been determined, you will be updated on how to proceed.

If the item is found in MN or MV, shipping will send it out either the same day or on the next truck to the store.

If the Warehouse Management System shows that the item was scanned onto the truck and it is determined that the item was lost in transit, you will begin the process of replacing the item through RMA entry.

RETURN MERCHANDISE DIRECTIVE

If the product is determined to have been damaged by vendor, claim with LTL or Furniture Carrier provider needs to be executed in accordance to their standard request. Once approved with provider, store will process an RMA request via normal operations process. If this is a manufacturer warranty claim the store will skip to processing RMA request according to store operations process.

1.) Store will let the provider know if it's a return or destroy for each damaged product.

2.) If a destroy, the provider will have to provide proof of pictures the item is cut up and disposed of in trash.

3.) For a return, a return scheduled shipment back to the store should be made when the schedule to pick up from client is made to ensure we get product back.

All product should be accounted for whether a destroy or return RMA. If the provider is the cause of the damage and they take possession due to approved claim, Summer Classics should be issued a credit/refund before possession of product to the vendor occurs.

3PL SHIPMENT NOTIFICATION PROCESS

Each night before leaving, pull the SQL report 3PL Shipment Notification (found in Gabby folder)

Sort out shipments going to your 3PL provider from MN and MV shipments. This is key as we only want them to receive their information and not items that may be going to your store or direct to clients (FedEx, etc.)

Send to your 3PL partners so they have the information in case paperwork is lost and can check in. Note that this report gives them SKU and carton counts to ensure accuracy. It will also provide them with client detailed information both from 100 and 300 sides.

NOTE-we are working on getting this automated to pull and sort for your shipments, but in meantime, this will assist with less back and forth between you and the hub.

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TRACKING INFORMATION CHEAT SHEET

When will tracking information be available?

Syspro	Once the order is in "Started" status (except for UPS)	
Furniture Carrier's Website	72 business hours after picking slip history "Complete" status assigned. Ex: assigned "Complete" on a Friday, likely will not show up until the following Wed.	BOL#
LTL's Website	24 hours after picking slip history "Complete" status assigned	PRO# or Tracking #
Small Parcel's Website	When picking slip history shows "Complete" status	PRO# or Tracking #

Truckload	Customer sets up an appointment, so they typically know when it will arrive.	No Tracking#
Customer Pickup	When picking slip history shows "Complete" status the order has been picked up.	No Tracking#
Customer Routed	This varies. Please check the 3rd Party Trucking website.	Varies

Please contact Store Support if tracking info is still not showing up after the timeframe listed.

DATASCOPE PICKING SLIP STATUSES

Datascope Picking Slip History

Datascope Picking Slip History | Additional Informati

Picking Slip	Date Time	Status
8090	2017-12-13 1:56:29 PM	CREATED
8090	2017-12-13 1:56:59 PM	PRINTED
8090	2017-12-15 7:27:31 AM	STARTED
8090	2017-12-15 8:34:04 AM	PICKED
8090	2017-12-15 8:34:04 AM	CHECKED
8090	2017-12-15 8:34:17 AM	SHIPPING
8090	2017-12-15 12:25:39 PM	COMPLETE

Canceled	Pick Slip cancelled and items placed back in inventory
Created, Printed	Decision to ship order has been made. Pick Slip has been created. Order should be in Trafficking to be routed. Contact Traffic if it stays in this status longer than 7 days.
Started	Order has been assigned to a specific Shipping Team Member. Contact Shipping if it stays in this status longer than 3 days.
Picked, Checked, & Shipping	All allocated items have been physically picked and moved to the loading bays, but item has NOT been loaded. Contact Shipping if it stays in this status longer than 3 days.
Complete	For Live Load Pickups: A truck has arrived, and we have loaded the order onto the truck. (It is scanned into the truck's system that day) For Swap Trailers: A truck has not arrived, but we have loaded the order onto a trailer. With swap trailers, we load the trailer then call to schedule a pickup. (It is not scanned into the truck's system at pickup. It is scanned when it arrives at their terminal)

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DELIVERY EXPECTATIONS CHECKLIST

CLIENT INFORMATION	
Customer Name	
Customer Address	
Customer Phone Number	
Order Number	
Delivery Date	
Balance Due	

CHECKLIST		
☐	Coordinate w/DC on the install	Inform of delivery date, floorplan, thank you bag
☐	Call client the day before delivery	Confirm delivery date & time, confirm space is clear, any obstacles
☐	Truck clean & stocked	Full toolbox, all colors of touch up paint, blankets, booties & first aid kit
☐	Cooler	Ice and waters for hot days
☐	Presentable Appearance	Cover large tattoos, SC attire, clean shaven, etc.
☐	Make 2 copies of order	Make notes on BS items/ go over w/client/ give client a copy
☐	Arrive on time	On time is 15 minutes early, if running late call the customer
☐	Introduce yourself	Have client show you the plan of action
☐	Survey	Have client take the survey on I-pad while the install is in process
☐	Offer Accessories/ Additional pieces	Do they need lamps, ottomans, rugs, end & or coffee table
☐	Take pictures	Ask client if you can take a picture of the space/ utilize consent form
☐	Final Walk through w/client	Have client inspect all items & sign Acceptance of Goods form
☐	Email SM, OPS/ASM & DC	How did the install go, any issues, RMA's, concerns & pictures
☐		
☐		
☐		

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WHITE GLOVE DELIVERY EXPECTATIONS CHECKLIST

COMPANY INFORMATION	
Company name:	
Address:	
Telephone number:	
Customer name:	
Customer phone	
Delivery date:	

CHECKLIST		
☐	Call client to schedule delivery	
☐	Notify store once delivery is scheduled	Give store a point of contact upon scheduling
☐	Give store a tracking number	
☐	Truck clean & stocked	Full toolbox, blankets, booties for indoor
☐	Presentable Appearance	Cover large tattoos, clean shaven, etc.
☐	Arrive on time	If running late call the customer
☐	Introduce yourself	Have client show you the space
☐	Final walk through	Have the client inspect all items & sign Acceptance of Goods
☐	Damaged items	RMA procedure for pick up
☐	POD (Proof of Delivery)	Send to store within 24-48 hours of delivery w/ Acceptance of Goods
☐		
☐		
☐		
☐		
☐		
☐		

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WAREHOUSE AND DELIVERY STANDARDS

WAREHOUSE STANDARDS

Product received from SC or Gabby must be checked in same day it's delivered. All pick slips, after being signed off by warehouse as checked in, are given to Ops to receive into inventory. Any product that appears to be damaged should be inspected immediately and alert a member of management or Ops if a broken piece is found. Any damage must be reported on packing slip and pictures sent to OS&D Manager and SS.

After receiving, the box must be labeled with Sharpie with Customer last name and date received into warehouse (Jones 5/11/19). This way we can track how long something has been at the warehouse.

Group orders by customer and sorted between delivery and pick up (if space permits).

Recommended for deliveries to have rows for days of the week the delivery is going out or by last name (1 row=A-E, 2nd=F-J)

All warehouse employees are expected to be in khaki or navy pants/shorts (must always be knee length) and in SC t-shirt or SC Polo. For deliveries, employee must be in SC Polo shirt.

All accessory items must be received and processed within 24 hours from receiving. Please follow same procedure with paperwork as you would with SC or Gabby product. Any damages must be reported to the vendor within 48 hours of receiving. Any damage must be noted on the packing slip.

DELIVERY STANDARDS

For deliveries, the approved dress attire is clean khaki or navy pants/shorts and SC delivery polo. Employee must be clean shaved as well.

Truck should be loaded and product with blanket wrapped deluxe items.

You should have a copy of each delivery and check off as it's loaded.

Have customer sign a receipt of goods document (email Store Support if you need a copy). You will return this document to your Ops team for them to attach to order and invoice out.

Please order the following from Uline and have in truck for each delivery:

STANDARD SHOE COVERS

White Blue

MODEL NO.	COLOR	FITS SHOE SIZE	PAIRS/ CARTON	PRICE PER CARTON		ADD TO CART
				1	3+	
S-7873	Specify Color	6-11	150	$35 any qty.		Specify Color
S-7874		12-15		$36 any qty.		Specify Color

MODEL NO.	DESCRIPTION	FILLER/YARD	BLANKETS/ CASE	PRICE PER BLANKET (MIN. 6)			ADD TO CART
				6	12	24+	
S-9878	Economy	25 oz.	6	$13	$12	$11	6 ADD

DELUXE NYLON INSPECTION GLOVES

MODEL NO.	DESCRIPTION	SIZE	QTY./ CARTON	PRICE PER CARTON		ADD TO CART
				1	2+	
S-19882	Deluxe Nylon	S, M, L, XL	12 Pair	$11	$10	Specify Size

GABRIELLA WHITE DELUXING/PREP STEPS/DELIVERY

Wood/Case Goods
(Up to 10 minutes per piece)

1. Remove all packaging. Check closely to not discard any parts or instructions
2. Assemble all components and inspect in good lighting
3. Check for stain buildup on the feet and bottom of bases, wipe clean if necessary.
4. Wood repair as needed to touch up any rub marks, minor imperfections, damage, etc.

5. Install hardware.
6. Group sets to check finish match and alignment of moldings and trim.
7. Vacuum or wipe all drawers
8. Open and close all drawers and doors to check for proper fit and smooth operation.
9. Wipe down all wood.
10. Clean all glass & mirrors, remove all tape and tape residue from glass.
11. Check the operation of table slides and latches; check the fit of all table leaves.
12. Check lights for operation in curio cabinets, display cabinets, and chinas.
13. Place all chairs on a leveling table.
14. Assemble all beds and check for necessary hardware.
15. Inspect and check for all parts and necessary hardware, i.e. shelves, hardware, etc.
16. Delivery team checks/loads product onto truck, making the final inspection of quality and quantity against their delivery manifest and is accountable for subsequent actions and damages.

Upholstery

(Up to 10 minutes per piece)

1. Remove all packaging. Check closely to not discard any parts or instructions
2. Assemble any legs if necessary. Check for stain buildup on bottom of legs and remove if necessary.
3. Inspect general condition and tailoring of upholstery.
4. Remove any spots/stains/marks that may be present.
5. Trim all loose threads.
6. Vacuum as necessary to remove any debris, lint, or threads.
7. Steam skirts if necessary.
8. Inspect the condition of the bottom of dust cover and replace if damaged or torn.
9. Group matching pieces together to check for pattern/dye lot match
10. Assemble all sectionals, checking for necessary hardware.
11. Assemble all recliner backs and check the operation of the mechanisms.
12. Check for pillows, arm caps, and other parts required. Bag or re-bag all pillows and arm caps and label with customer's name and or order number for

identification.

13. Spray with fabric protection if necessary and allow to dry before wrapping.
14. Rubber band up or shrink wrap skirts prior to loading.
15. Shrink wrap and or bag all light-colored upholstery.
16. Delivery team checks/loads product onto truck, making the final inspection of quality and quantity against their delivery manifest and is accountable for subsequent actions and damages.

In-Home Delivery & Set-Up

1. Delivery personnel should have the proper tools to assemble all furniture. i.e. beds fully assembled, mirrors attached to dressers, shelves installed in chinas and curios, furniture leveled, etc.
2. Delivery personnel should refrain from parking or driving on customer's driveway.
3. Delivery personnel should refrain from walking across lawns.
4. Delivery personnel should introduce themselves in a friendly professional manor and provide any necessary identification.
5. Delivery personnel should do a walk through with the customer to verify items being received and to inspect the area where furniture will be placed in the home. Taking care to clear the path of any existing furniture, wall hangings, accessories, and to protect the walls, door jambs, and or floors that may be damaged by the movement of the new furniture into the home.
6. Delivery personnel should bring furniture into the home being sure to not damage the customer's home.
7. Delivery personnel should have and wear shoe covers and gloves to protect the customer's home and new furniture if necessary.
8. Furniture should be placed in the room and fully assembled including the installation of all shelves and parts.
9. All electrical cords connected to furniture should be plugged into necessary outlets and checked for proper operation.
10. Table leaves should be installed at customer's request. Table leaves not installed should be provided to customer with instructions to store in a flat position.
11. Dust and or wipe all products off as necessary. Touch up any glass and or glass shelving if has become dusty or dirty during handling.

12. Wood furniture—touch up any minor nicks or scratches that may have occurred during handling. Make sure each item is properly leveled and aligned with adjoining pieces. Ensure that all doors and drawers operate properly. Assemble all beds with proper support systems.
13. Upholstery furniture—place all cushions and pillows in place, fluff and adjust as necessary. Remove any lint, dirt, or debris that may have occurred during handling.
14. Remove any tie-downs from sleeper and recliner mechanisms and ensure proper operation.
15. All furniture should be fully assembled and ready to use including installation of shelves and parts.
16. All debris, carton materials, and trash must be removed, and all customer's existing furniture and/or accessories that were moved or removed for placement of new items are returned to original place.
17. Ensure that the customer inspects all merchandise and signs the proper POD noting any damages or issues that may be present at this time. Provide the customer with their copies of any paperwork, extended warranty card if applicable, and signed POD.
18. Ask customer if they are fully satisfied with everything up to this point and if there is anything else that they may require of you prior to leaving.
19. Call into the customer service from the customer's home for any damages or missing parts/items and thank the customer for purchasing Summer Classics furnishings.

SUMMER CLASSICS HOME

MISSING/DAMAGED FREIGHT PROCESS

MISSING/OVERAGE FREIGHT

Notified by 3PL, White Glove agent, or store personnel that freight is missing.

Check to ensure the item is not in back order on SCT (sometimes shows on packing slip, but never shipped).

If not in back order and shows shipped. Email Store Support (storesupport@schome.com) and include the item missing/ or overage, picture of the box and label (SKU and order info label), truck carrier and BOL/PRO number (found in Syspro). Make sure your 3PL's do not throw away boxes before this is done (hard to research the miss if we don't have).

Store Support will reach out to appropriate parties to see if freight company can locate. This may take up to 72 hours to get an answer as we must go thru multiple steps to see what may have taken place. The more information you give the faster the result in most cases. Sometimes freight is located by company and will be delivered to delivery location. If overage or missing sometimes there is a scanning error at corporate and this could cause the problem If not either one of these options, then most likely an RMA will need to be done and a freight claim (our OS&D will file).

If RMA is filed and approved, then follow the RMA process. If RMA can't be followed due to 50% deposit and customer unwilling to pay remainder, than you will need to follow the missing product/freight in this manual process of inventory adjustment (this is not a common occurrence) so please run this by RDOM before doing to ensure we are following correct process.

If product is received and confirmed by 3PL and then they go to deliver and can't locate you will need to file a claim with your 3PL provider individually and process an RMA. Please include all claims to 3PL's with OS&D and Store Support on all claims. All freight claims (damages and shortages) must be submitted by your 3PL withing 24 hours from receipt. If they do not submit, they are liable, and we will file claim with them as it will be past the 48 hours to file with carrier.

SUMMER CLASSICS HOME

DAMAGED/CONCEALED FREIGHT

If damage is reported at time of receiving (3PL or store) we have 48 hours to report it to carrier. Time is of the essence so please make sure to communicate to your 3PL. If they do not send in that timeframe, they can be liable for the damage. Please make sure to send pictures of all damage (carton and product) to Store Support and Mindy Collier.

If product is received in and 3PL/White glove goes to deliver and found to be concealed freight damage, please send pictures to Store Support. Most likely, you will process an RMA or see if client will take at a discount and void warranty.

If product is damaged from the time prepping and delivery occurs your 3PL or delivery agent is responsible. Please make sure pictures and claims are submitted to Store Support and Mindy Collier.

Stores are responsible for making sure the claim is submitted to 3PL and credit is given. This could be credit to account (must be noted on invoice and deducted out of total) or a formal claim submitted, and refund is sent to accounting. Depending on carrier and claim the company we are claiming may advise on disposition. We must track the disposition all the way thru and document with our order/RMA. Please make sure they provide proof of destroy if this occurs. If it’s a return you must ensure you receive the product before closing out the RMA.

RMA will be completed once approved and noted in RMA details that it was 3PL damage.

SUMMER CLASSICS HOME

INCENTIVES

DESIGN CONSULTANT SUCCESS SPOTLIGHT – GIVING THE GIFT

$1,000,000 in written sales Annually Jan-Dec – ***"Exclusive Distinction"***

Award
$250 dining gift
Business Cards with ***"Exclusive Distinction"*** *status*
Senior DC title - $12 an hr.
Attendance to the closest Market Show – ATL, HP, Dallas, etc….

$1,500,000 in written sales Annually Jan-Dec – ***"Elite Distinction"***

All the Above
Business Cards with ***"Elite Distinction"*** status
$1000 cash
$1000 SC home GC
Trip for 2 – airfare and hotel for 3 nights anywhere in the USA (value $2000)

$2,000,000 in written sales Annually Jan-Dec – ***"Exquisite Distinction"***

All the Above
Business Cards with ***"Exquisite Distinction"*** status
Plus $3000 cash

$2,500,000 in written sales Annually Jan-Dec – ***"Exemplary Distinction"***

All the Above
Business Cards with ***"Exemplary Distinction"*** status
Plus $4000 cash

SUMMER CLASSICS HOME

INCENTIVE PROGRAM FOR DC'S

Design Consultants will be eligible for Monthly Invoicing an Inventive Program. Below is an example of tracking sheet and will be found on SharePoint. Invoicing Goals are established for each month.

Once you have reached your extended invoicing goal you will enter each Design Consultant's invoice sales in the Total Invoiced column and the percent of Invoice Sales to revenue and Total of $1500 allocated columns are formulated to automatically populate.

Add the allocated dollars for each Design Consultant to your commissions report and turn in to your Regional Director of Sales.

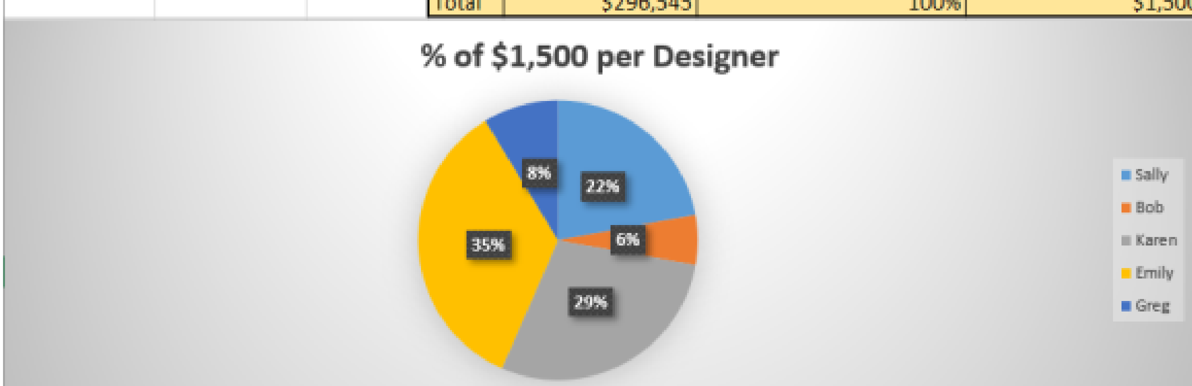
2022 Incentive Program - Achieved $1500 Incentive

New Monthly Incentive Plan:
$25,000 over plan = $500 store incentive
$35,000 over plan = $1,000 store incentive
$45,000 over plan = $1,500 store incentive
$60,000 over plan = $2,000 store incentive
$75,000 over plan = $2,500 store incentive

Enter your store name:

Invoicing Monthly Goal	
GOAL	$250,000
$1500 GOAL	$296,045

DC	Total Invoice Sales	Percent of Invoice Sales to r	Total of $500 allocated
Sally	$65,491	22%	$331
Bob	$17,048	6%	$86
Karen	$85,234	29%	$431
Emily	$102,958	35%	$521
Greg	$25,814	9%	$131
Total	$296,545	100%	$1,500



DC UP SYSTEM BREAKDOWN

NEW "UP"

When a new "up" enters the store, the designer that is first in rotation on the list should service the "up". The order is determined by shifts (who comes in first).

Example: Since designer DB is first in rotation, they would receive the first "up". Designer CF would be next, followed by GK. Make sure to place DB back into the bottom of rotation when they get their up.

1. Designer DB ("UP")
2. Designer CF
3. Designer GK
4. Designer DB

BE-BACK (BB)

When a returning client enters the store, the designer that previously helped the client will take the opportunity. That designer will stay in rotation, that way they can still receive a new "up".

Example: A client walks in and asks to see Designer GK. You would mark the client down for designer GK and them place them back into rotation.

1. Designer DB
2. Designer CF
3. Designer GK: BB
4. Designer GK: (waiting on new "up")

ABSENT DESIGNERS

When a designer is off for the day and a client (BB) comes into the store, the last designer on the list should help them on behalf of the other designer. This allows for no missed opportunity for the designer at the top of the rotation list and they are available for a new "up".

Example: Designer DB is off. A returning client (BB) for Designer DB comes in. Designer GK will assist the customer on behalf of Designer DB. (we make a note on the list to note client's presents in the store)

1. Designer CF
2. Designer GK: assisting DB's customer
3. Designer GK: Make sure to put designer back in queue

Example: When assisting another designer's customer, it should always be the last designer on the rotation list (customer pick up, questions on a quote or gathering information the absent designer's behalf). They stay in rotation.

CIRCLED

When a designer is currently working with a client and unable to take any new "ups", they can be circled. This allows the designer to service the client but remain in rotation.

Example: Designer DB is currently working with a client; however, a new up has entered the store. Since DB is unable to take the up, she may ask to be circled, until she is available. The client will go to the next available designer then (Designer CF).

1. Designer DB: Client
2. Designer CF: BB
3. Designer GK: Client
4. Designer DB: HOLD (once they are done with the client, they are next "up")
5. Designer CF: Client
6. Designer GK

Once Designer DB is done with their client, she can be highlighted. She will be next in rotation for the next "up". If they are at the top of the list.

Acceptable reasons for a designer to be circled:

1. Working with a client in the store (presentation or design appointment)
2. Home-call appointment

3. Out on a delivery

Non-Acceptable reasons for a designer to be circled:

1. Leaving the store for anything personal.
2. Lunch/break in the store. (Manager's discretion)

**The designer will let the brand ambassador know to circle them. It is at their discretion, with management oversight. Manage your time effectively. Don't abuse the circling process.

SUMMER CLASSICS
HOME

RETAIL PRESIDENT'S CLUB

$750,000 in written sales Annually January – December – **Sapphire Status**
$500 In-Store Credit
$250 Cash Bonus

$1,000,000 in written sales Annually January – December – **Emerald Status**
Senior Design Consultant Title & New Business Cards
Trophy
$1,000 In-Store Credit
$500 Cash Bonus
Hourly Wage Increase to $13 per hour, when maintain – eligible for potential merit increase
Trip to Corporate Headquarters

$1,500,000 in written sales Annually January – December – **Ruby Status**
Trophy
$1,000 In-Store Credit
$1,500 Cash Bonus
Trip for 2 -- airfare and hotel for 3 nights anywhere in the USA. (Value of $2,000)

$2,000,000 in written sales Annually January – December – **Jade Status**
$2,500 In-Store Credit
$3,000 Cash Bonus

$2,500,000 in written sales Annually January – December – **Diamond Status**
$3,500 In-Store Credit
$4,000 Cash Bonus

Design Consultants written sales from January – December will qualify for the President's Club. All in-store credits to be used by December 31st of current calendar year. Trips are to be taken within 6 months of receipt. No cash payouts or taken during March – May.

SUMMER CLASSICS HOME

COMMISSION POLICY

The purpose of this policy is to provide guidance for how commissions are handled when more than one Design Consultant is involved in a sale. It is expected that Design Consultants will come to an agreeable decision on how commission proceeds will be determined. This policy will be used when/if an agreeable resolution cannot be reached between parties.

If a customer asks for a Design Consultant, you must get that associate to help them. If that Design Consultant is off that day, then the associate who greets the customer with work with the customer on behalf of the associate who was off with the idea of closing them today. If the Design Consultant is present but with another customer, the greeting Design Consultant will continue to work with the customer while informing the customer that their requested associate is with another customer and advising the manager on duty of the customer's request. From there, the greeting Design Consultant will work on behalf of the Design Consultant who is with another customer and discussions of commissions will take place after the deal is closed that day. If a customer you have worked with in the past is working with another Design Consultant, then you must allow that Design Consultant to finish the sale. You then must produce qualified documentation after the customer has left of any on-going work you had with the customer. Prior transactions do not create rights to new transactions with customers. It is important to remember every customer should always feel free to work with whomever they choose, and prior work completed does not warrant a past Design Consultant to continued projects without the request of the customer.

Design Consultants will only be able work with one customer at a time unless there are more customers than employees in the store in which we will work as a team to assist all customers and sort commissions out after sales have been closed. This will be based on time spent with customers and verifiable work (drawings, measurements, etc.)

Any re-selection from a quote or original order will be a 50/50 split if not completed by the original Design Consultant.

Commissions on orders will only be adjusted prior to the order being invoiced. Once the order is closed out no commission changes will be approved.

QUOTES are valid for 30 days for a 75/25 split to the original Design Consultant. *Follow up is required to receive commission*

HOUSE CALL PROJECTS/QUOTES are valid for (60-90 days) for a 75/25 split to the Design Consultant. *Valid House Call documents must be produced and follow up is required to receive commission. *

FOLLOW UP is defined as a substantial (ex. emails, text messages, drawings, customer responses) written form of communication between the customer and the sales professional. Substantial written follow up will be required in any instance of a commission dispute.

ADD-ONS are not subject to split commissions with the original sales professional.

PATH OF ESCALATION will be that all Design Consultants will work to resolve disputes on their own in a professional manner. If a resolution cannot be reached, then both Design Consultants will bring their dispute and their applicable documentation to the Store Manager who will make the final decision. In the event of a dispute between two stores then both Store Managers will discuss the dispute and come to an agreement.

LOSS OF COMMISSION

Mistakes cost everyone especially the customer who is anticipating receiving the merchandise they ordered when they were told it would arrive. In addition to the impact on the customer, the negative impact on increasing inventory and additional delivery costs falls on Summer Classics. Therefore, if you ordered product incorrectly resulting in a re-order/replacement order, you will not be paid commission on the incorrect item or items on the re-order.

2022-TIERD COMMISSION PROGRAM

Design Consultants are eligible for tiered commission program starting January 1, 2022. The Commission Program will be monitored by Management Team and paid out through bi-weekly payroll. Tiered Commission will start over every calendar year and all Design Consultants will be eligible from date of hire to end of calendar year.

SUMMER CLASSICS HOME

Commission Tiers for Retail:

3% Commission = $0 - $750,000

3.5% Commission= $750,001 - $999,999

4% Commission = $1,000,000 - $1,250,000

4.5% Commission = $1,250,001 - $1,500,000

5% Commission = $1,500,001 - $1,999,999

5.5% Commission = greater than $2,000,000

** Program only runs during calendar year & not eligible for design consultant anniversary date of hire**

2022 FURNITURE PROTECTION PLAN

Retail is partnering with Uniter's & Furniture Service Network to provide care programs to customers. Design Consultants will have the opportunity to earn additional commission on all protection plans sold. Plan must be sold before product is delivered and only new product is eligible. Commission will be paid out in bi-weekly payroll.

Furniture Protection Plan Tiers:

If 0%-3% of your sales contain protection plan you get 5% commission on your furniture protection plan sales

If 3%-4.99% of your sales contain protection plan you get 10% commission on your furniture protection plan sales

If 5%-6.99% of your sales contain protection plan you get 15% commission on your furniture protection plan sales

If 7%+ of your sales contain protection plan you get 20% commission on your furniture protection plan sales

SUMMER CLASSICS HOME

ATS RECRUITING PROCESS

You as the manager will be responsible for a candidate interview process. Please update the status of each candidate with one of the definitions below.

New application - has not been reviewed (*no action for Hiring Manager yet*)
Pending CI - Culture Index hasn't been completed (*no action for Hiring Manager yet*)
Pending HM response - resume and CI have been sent to Hiring Manager (*you should review the email you receive with the resume and CI, if you move forward with phone screen, update status to phone screen, if you want to reject, move status to reject*)
Phone Screen - once you phone screen candidate, if you wish to move forward to interview, move to interview and if you wish to not move forward, move to rejected

RECRUITING PROCESS DETAILS

You can review your applicants in the ATS at any time. If you see someone you are very excited about you can shoot me an email to get their Culture Index results. You can reach out to a candidate whose experience and Culture Index are a good fit for a phone screen and initial conversation. When you speak with them please let them know we would like them to complete the Criteria Corp assessments as well to continue reviewing their application. Make sure to always take notes from your conversations and when you do an official interview, make sure to use the interview guide. Please add questions that are relevant and pertinent to the position to ensure you explore experience, ability, and knowledge as well as company and position fit.

Ideally, the process is as followed: (1) phone screen and take notes, (2) phone interview on camera via skype, zoom, or video call and take notes, (3) schedule for in person meeting in the office.

Depending on the available position, there can be multiple interviews before selecting a candidate.

PHONE SCREEN AND INTERVIEW GUIDES

Phone screen and interview guides must be filled out per conversation. The interview questions are just a start for you, and you should add additional relevant questions according to the needs of the position. The guides are linked below but can also be found in the "recruiting" folder in SharePoint.

Phone Screening Guide for ALL Positions:
https://summerclassics.sharepoint.com/:w:/r/sites/retaildepartment/_layouts/15/Doc.aspx?sourcedoc=%7B025B7A8F-4710-4C96-B139-7425EA733ABC%7D&file=Phone%20Screen%20Guide%20-%20Retail%20Sales.docx&action=default&mobileredirect=true

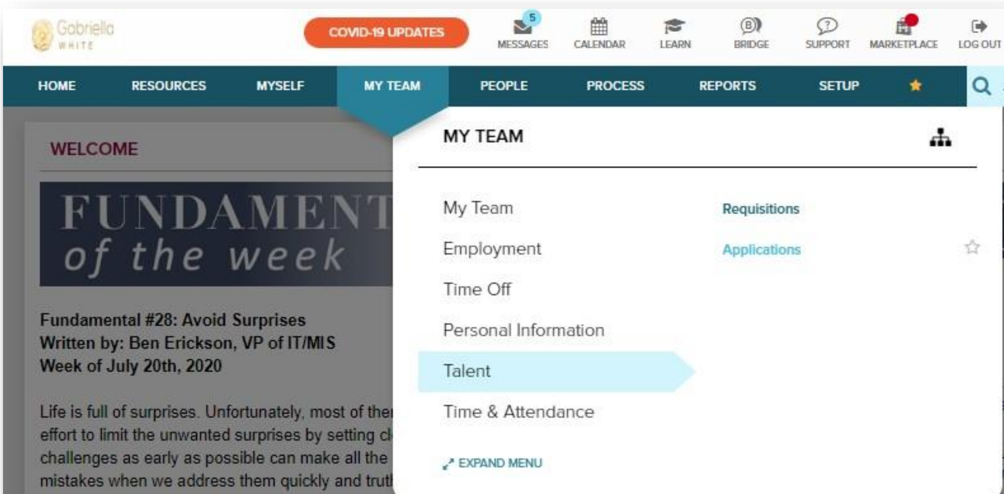
Design Consultant:
https://summerclassics.sharepoint.com/:w:/r/sites/retaildepartment/_layouts/15/Doc.aspx?sourcedoc=%7B2AB5C911-6DF5-4CC0-A31E-DF4BC2515B0D%7D&file=Interview%20Guide%20-%20Retail.docx&action=default&mobileredirect=true

Store Manager / Assistant Manager:
https://summerclassics.sharepoint.com/:w:/r/sites/retaildepartment/_layouts/15/Doc.aspx?sourcedoc=%7BF44655A1-5F56-4517-BBEE-826C43F0818E%7D&file=Store%20Manager%20Interview%20Guide%20.docx&action=default&mobileredirect=true

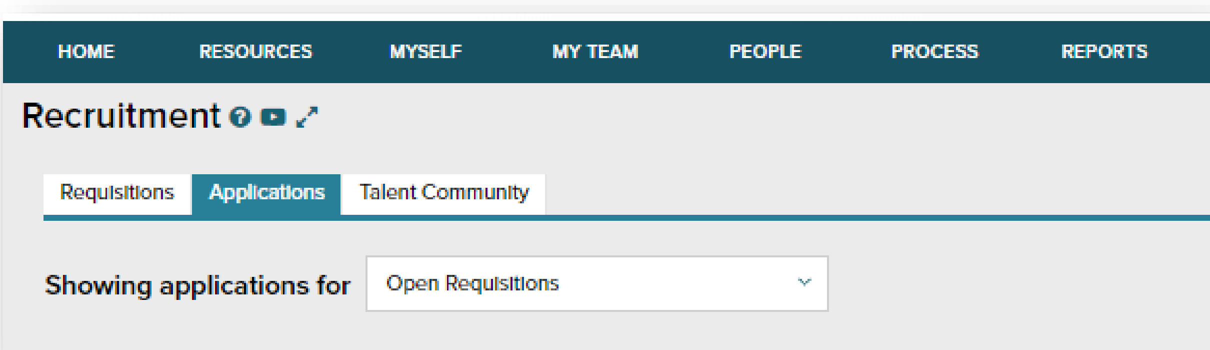
All notes for candidates who interview (phone and/or in person) should be provided to HR whether you decide to move forward with a candidate or not.

MANAGING APPLICANTS FOR YOUR OPEN REQUISTIONS

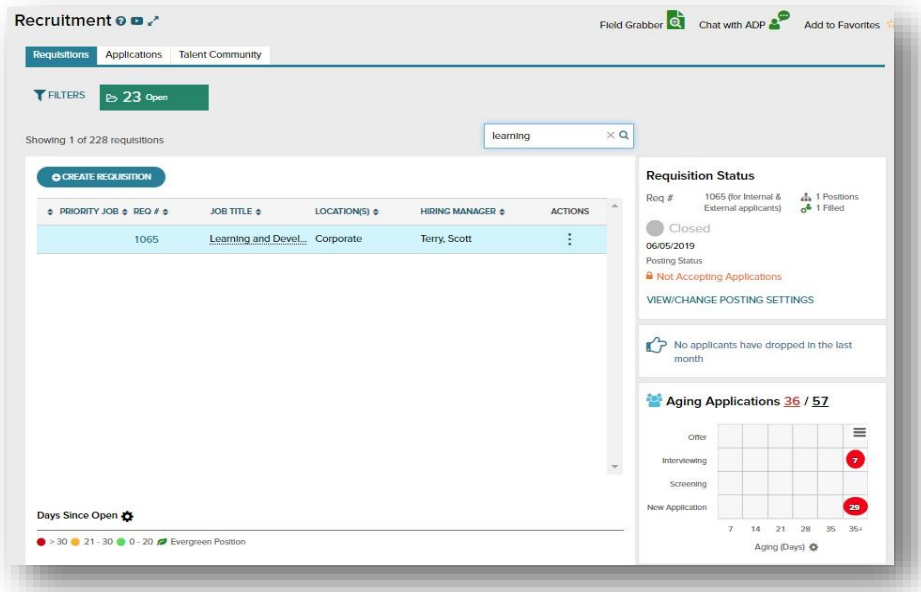
Log into ADP > My Team > Talent > Applications



You will see the Recruitment Screen. You have three tabs. Requisitions / Applications / Talent Community

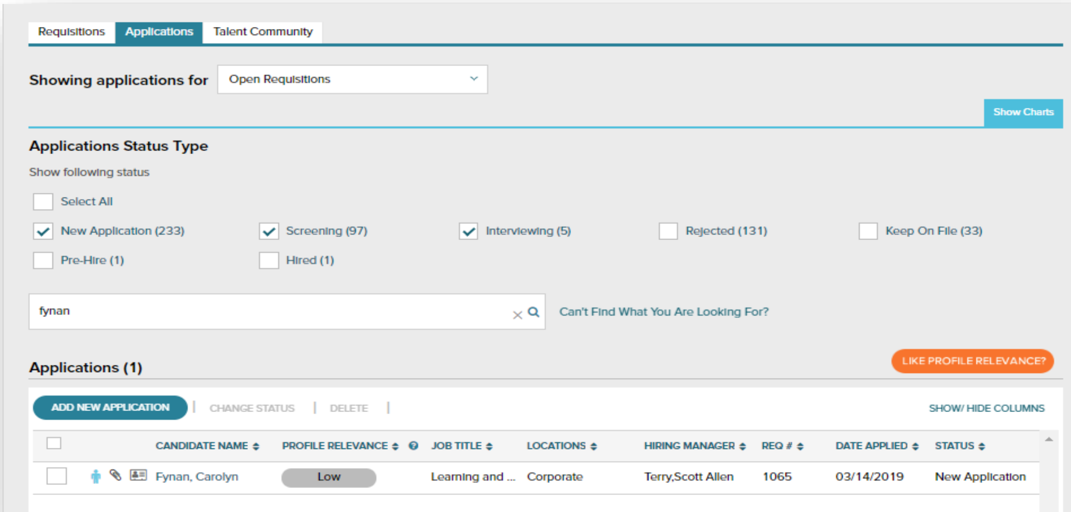


Requisitions tab will show your open requisition. From here you can view the Requisition Number, Status, Applications, and what step they are in and the recruiter assigned.



Applications tab will show you your applicants for the position. The system will automatically populate a profile relevance.

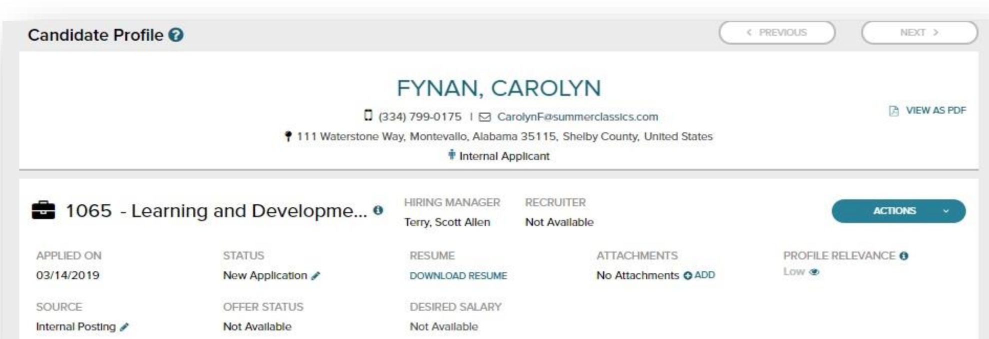
**The relevance is based on an algorithm. While based on science, it is still a good idea to at least view your medium matches as well.*

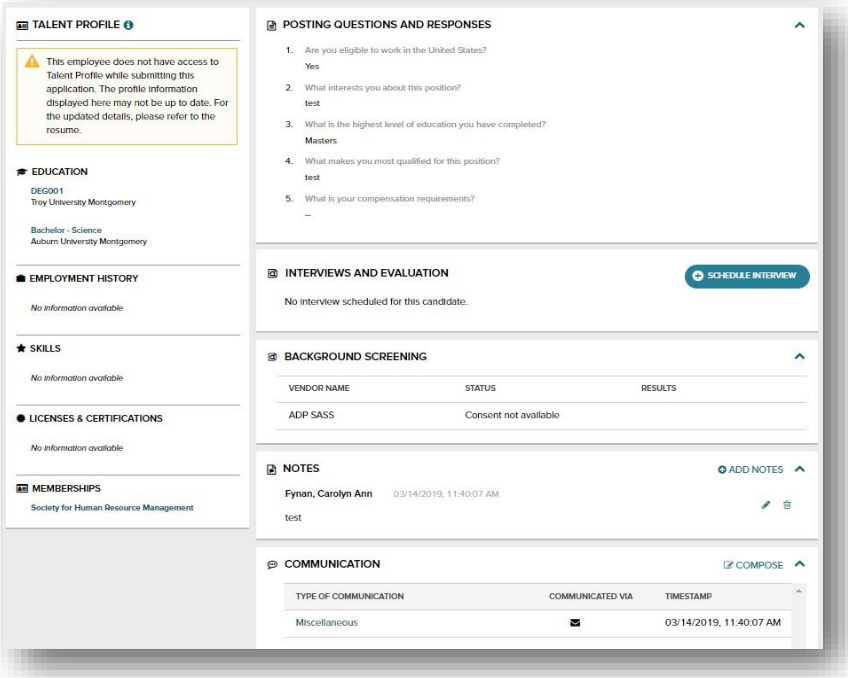


You can view the candidate profile by clicking on the applicant name.

**If there is a blue person to the left of the applicant name, it is an internal candidate. Remember, if an internal candidate meets the qualifications, has been employed for at least 6 months in their current position and is in good standing, they are guaranteed an interview. Internal job postings stay open for 7 calendar days.*

The candidate profile will include basic information such as application date, source, desired salary, education, employment history, skills, licenses and certifications, memberships, and responses to posting questions.





After reviewing your applicants, you can let the Talent Acquisition Specialist or Human Resources Manager know you would like to view their Culture Index and conduct a phone screen.

If you are not interested in a candidate, you will click the **Actions** drop down tab, select **Change Application Status**, move to **Rejected**. Under **Notify Candidate**, please choose template **Not Selected** and toggle the email option. This will prepopulate an email to go to the applicant. Click **Send**.

SUMMER CLASSICS HOME

BACK

Application Status

Change Status to *

Rejected

Notes

Type something

Characters : 0

Note cannot be viewed by candidates.

Notify Candidate

Choose Template

Not Selected

Email

Candidate

CAROLYN FYNAN < CAROLYNF@SUMMERCLASSICS.COM >

From

SUMMERCLASSICSINC.HR@ADP.COM

Reply To *

careers@summerclassics.com

Subject *

Thank you for your interest EDIT

Message * EDIT

On behalf of Gabriella White, thank you for your interest. After careful consideration, we have moved forward with another applicant for this position. We appreciate the time you invested in applying for our opening. We encourage you to apply for future openings for which you may qualify.

Thank you again for you interest in our company.

Sincerely,

Human Resources

CANCEL SEND

SUMMER CLASSICS HOME

REPORTING

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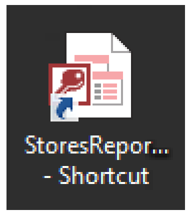
DAILY SALES REPORTING

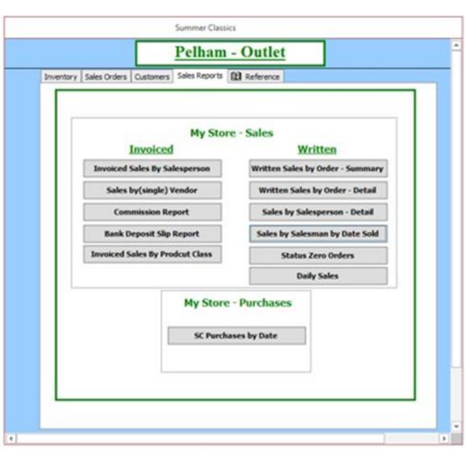
Log into Remote Desktop. Double click on the Stores Reports Shortcut on the desktop screen.



Select the fourth tab in reports, which is "Sales Reports," then select "Written Sales by Order – Summary"

Enter the current day as the beginning date and the end date. This will pull up every sale from the current day.

You must pay attention to the Order Status column before reporting your total sales for the day. If you see \ it means the order has been cancelled. The Value of that order will still calculate into the Grand Total at the bottom of the report so you will need to subtract that amount from the Grand Total prior to reporting your daily sales. If you see **F** it is an order that is in forward status, but an order number was still created. Go into that order # in Sales Order Entry and change the status to Open. Always check this report if you are not sure that an order went through. You can also use this report as a tool to find and delete duplicate orders.



Written Sales by Order - Summary Date Range: 5-29-17 - 5-29-17

SalesOrder	OrderStatus	Date	Customer	Name	Salesperson	Value
302-1002752	\	5/29/2017	1155164	WOOD, WENDY	DC	1,254.40
302-1002753	2	5/29/2017	1187968	Henry Phillips	DZ/DC	5,852.80
302-1002754	9	5/29/2017	1172400	Pat Bruce	DC	433.70
302-1002755	9	5/29/2017	1116441	BLANKENSHIP JON	CD	45.00
302-1002756	9	5/29/2017	1155164	WOOD, WENDY	DC	1,093.40
302-1002758	2	5/29/2017	1116441	BLANKENSHIP JON	CD	157.00
302-1002759	9	5/29/2017	1119955	CLEGG, COLLINS	DC	105.00
302-1002760	9	5/29/2017	1154104	WEST, MARY JO & SEYMOR	DZ	61.20
302-1002761	9	5/29/2017	1188008	Jan Ware	DC	123.85
302-1002762	\	5/29/2017	1188014	Che Abbott	DC	2,348.00
302-1002763	1	5/29/2017	1188016	Che Abbott	DC	1,319.00
302-1002764	9	5/29/2017	1187551	Phil Carter	DZ	323.40
302-1002765	9	5/29/2017	1188020	Jenifer Hyatt	CD	1,622.00
302-1002766	1	5/29/2017	1188033	Ray Cooner	CD	8,319.14
302-1002767	2	5/29/2017	1188049	Toner, Carl	DC	3,774.45
302-1002768	1	5/29/2017	1188051	Che Abbott	DC	2,348.00

Grand Total 29,180.34

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Once you have found your sales of the day, open and update the Daily Sales Goals document in SharePoint with that day's totals. Also, fill in the following information from the day:

Gabby Sales $ Total
# of Sales
# of Customers for the Day (Traffic)
$ Quotes
# of House Calls/$ of House Call Sales
Closed Quotes
Conversion/Average Order Columns to Auto Populate

MAY	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
							$93,000
	7	8	9	10	11	12	13
	$85,000	$85,000	$100,000	$160,000	$228,000	$92,000	$88,000
	14	15	16	17	18	19	20
	$84,000	$84,000	$97,000	$155,000	$223,000	$96,000	$87,000
	21	22	23	24	25	26	27
	$84,000	$84,000	$97,000	$165,000	$233,000	$85,000	$87,000
	28	29	30	31			
	$84,000	$84,000	$169,000	$246,000			

Date	Goal	LY Sales	2017 Daily	Gabby	# Sales	Traffic	Conversion	Average Order	Quotes	# of House Calls	House Calls $	Closed Quotes
1-May-17	$93,000	$37,631	$ 23,038	$ 6,373	29	272	11%	$ 794.42	$ 42,208	0	$ -	$4,450.00
2-May-17	$85,000	$26,899	$ 20,565	$ 2,149	27	157	17%	$ 761.65	$ 36,456	0	$ -	$4,008.00
3-May-17	$85,000	$31,615	$ 82,313	$ 6,584	38	201	19%	$ 2,166.13	$ 45,649	2	$ -	$0.00
4-May-17	$100,000	$36,277	$ 47,686	$ 2,462	29	79	37%	$ 1,644.35	$ 29,852	2	$ -	$0.00
5-May-17	$160,000	$46,218	$ 46,396	$ 3,434	36	285	13%	$ 1,288.77	$ 91,701	0	$ -	$11,101.00
6-May-17	$228,000	$80,166	$ 116,912	$ 2,578	45	377	12%	$ 2,598.04	$ 72,298	1	$ 3,399	$6,037.00
7-May-17	$92,000	$65,482	$ 55,761	$ 5,625	23	215	11%	$ 2,424.38	$ 69,116	0	$ -	$6,603.80
8-May-17	$88,000	$0	$ 70,948	$ 2,455	22	155	14%	$ 3,224.89	$ 126,719	1	$ -	$8,885.00
9-May-17	$84,000	$28,147	$ 36,915	$ 1,985	49	222	22%	$ 753.36	$ 89,426	0	$ -	$4,563.10
10-May-17	$84,000	$37,678	$ 62,819	$ 615	37	178	21%	$ 1,697.81	$ 71,974	0	$ -	$8,347.20
11-May-17	$97,000	$33,629	$ 39,751	$ 6,243	20	131	15%	$ 1,987.55	$ 96,122	3	$ -	$9,925.60
12-May-17	$155,000	$31,339	$ 57,065	$ 10,469	39	224	17%	$ 1,463.20	$ 60,698	0	$ -	$1,833.00
13-May-17	$223,000	$89,810	$ 49,489	$ 8,812	71	451	16%	$ 697.03	$ 99,280	1	$ -	$7,652.10
14-May-17	$96,000	$110,181	$ 26,081	$ 155	18	28	64%	$ 1,448.92	$ 101,777	0	$ -	$3,441.75
15-May-17	$87,000	$47,356	$ 86,204	$ 175	35	198	18%	$ 2,462.98	$ 30,391	0	$ -	$28,114.40
16-May-17	$84,000	$13,238	$ 34,382	$ 679	38	173	22%	$ 904.78	$ 61,127	0	$ -	$773.50
17-May-17	$84,000	$38,274	$ 31,987	$ 637	37	196	19%	$ 864.50	$ 109,138	2	$ -	$0.00
18-May-17	$97,000	$52,888	$ 87,829	$ 9,459	52	268	19%	$ 1,689.01	$ 71,094	0	$ -	$6,736.00
19-May-17	$165,000	$152,457	$ 265,512	$ 14,800	127	347	37%	$ 2,090.65	$ 71,467	1	$ -	$9,796.00
20-May-17	$233,000	$288,394	$ 266,871	$ 8,866	103	602	17%	$ 2,590.98	$ 159,529	3	$ 14,000	$52,177.00
21-May-17	$85,000	$296,865	$ 114,590	$ 3,933	36	187	19%	$ 3,183.06	$ 62,195	0	$ -	$33,676.30
22-May-17	$87,000	$132,207	$ 52,195	$ 11,202	40	190	21%	$ 1,304.89	$ 100,062	0	$ -	$6,488.00
23-May-17	$84,000	$62,686	$ 61,225	$ 3,805	34	134	25%	$ 1,800.74	$ 68,672	3	$ -	$16,837.00
24-May-17	$84,000	$133,371	$ 98,596	$ 11,338	54	252	21%	$ 1,825.85	$ 50,775	2	$ 5,000	$5,585.50
25-May-17	$169,000	$115,114	$ 117,817	$ 10,145	38	116	33%	$ 3,100.45	$ 28,950	0	$ -	$36,183.50
26-May-17	$246,000	$152,132	$ 151,825	$ 9,555	84	381	22%	$ 1,807.44	$ 89,608	1	$ 7,500	$26,944.65
27-May-17	$314,000	$227,377	$ 249,465	$ 12,217	118	648	18%	$ 2,114.11	$ 203,839	0	$ -	$54,156.70
28-May-17	$175,000	$209,885	$ 154,912	$ 5,938	55	299	18%	$ 2,816.58	$ 96,101	0	$ -	$12,275.00
29-May-17	$243,000	$257,576	$ 352,432	$ 7,762	125	352	36%	$ 2,819.46	$ 192,084	2	$ 10,000	$43,271.50
30-May-17	$187,000	$728,400	$ -	$ -	0	0	#DIV/0!	#DIV/0!	$ -	0	$ -	$0.00
31-May-17	$150,377	$62,645	$ -	$ -	0	0	#DIV/0!	#DIV/0!	$ -	0	$ -	$0.00
Total	$4,244,377	$3,625,937	$ 2,861,579	$ 170,447	1459	7318	20%	$ 1,961.33	$ 2,428,306	24	$ 39,899	$409,862.60

Once everything is filled out, download the document, and save to your desktop. Attached the Daily Sales Goals document in an email to the VP of Retail and Store Support. This is required every evening after the store closes.

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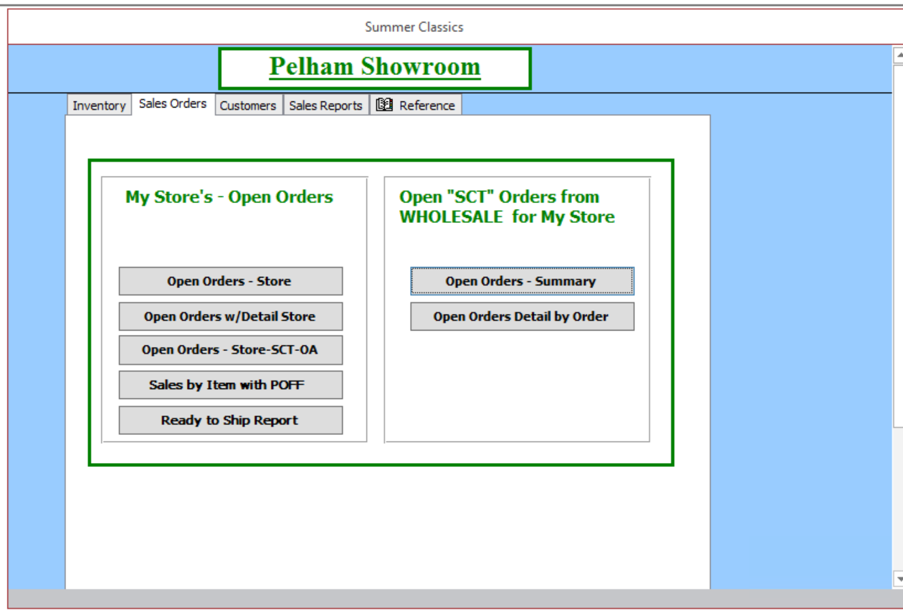
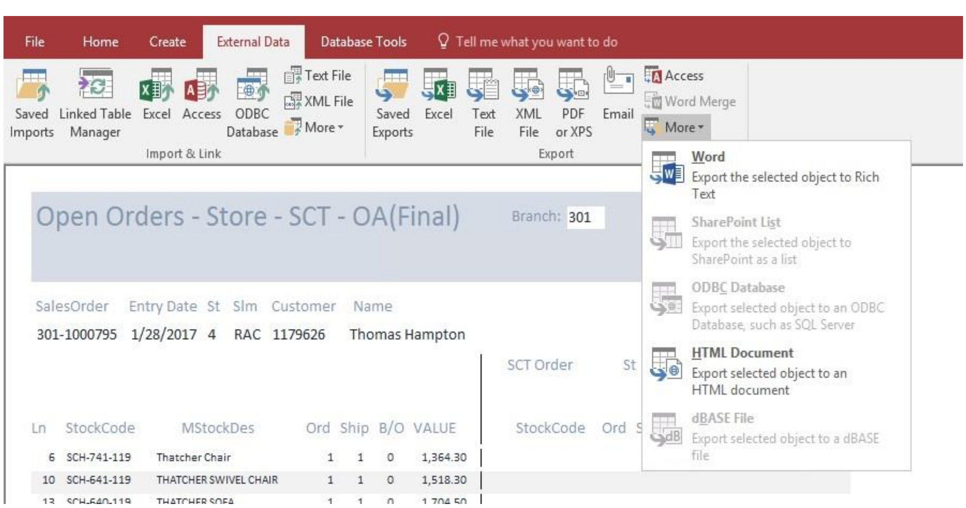
WEEKLY OPEN ORDERS REPORTING

Log into Remote Desktop. Double click on the Stores Reports Shortcut on the desktop screen.

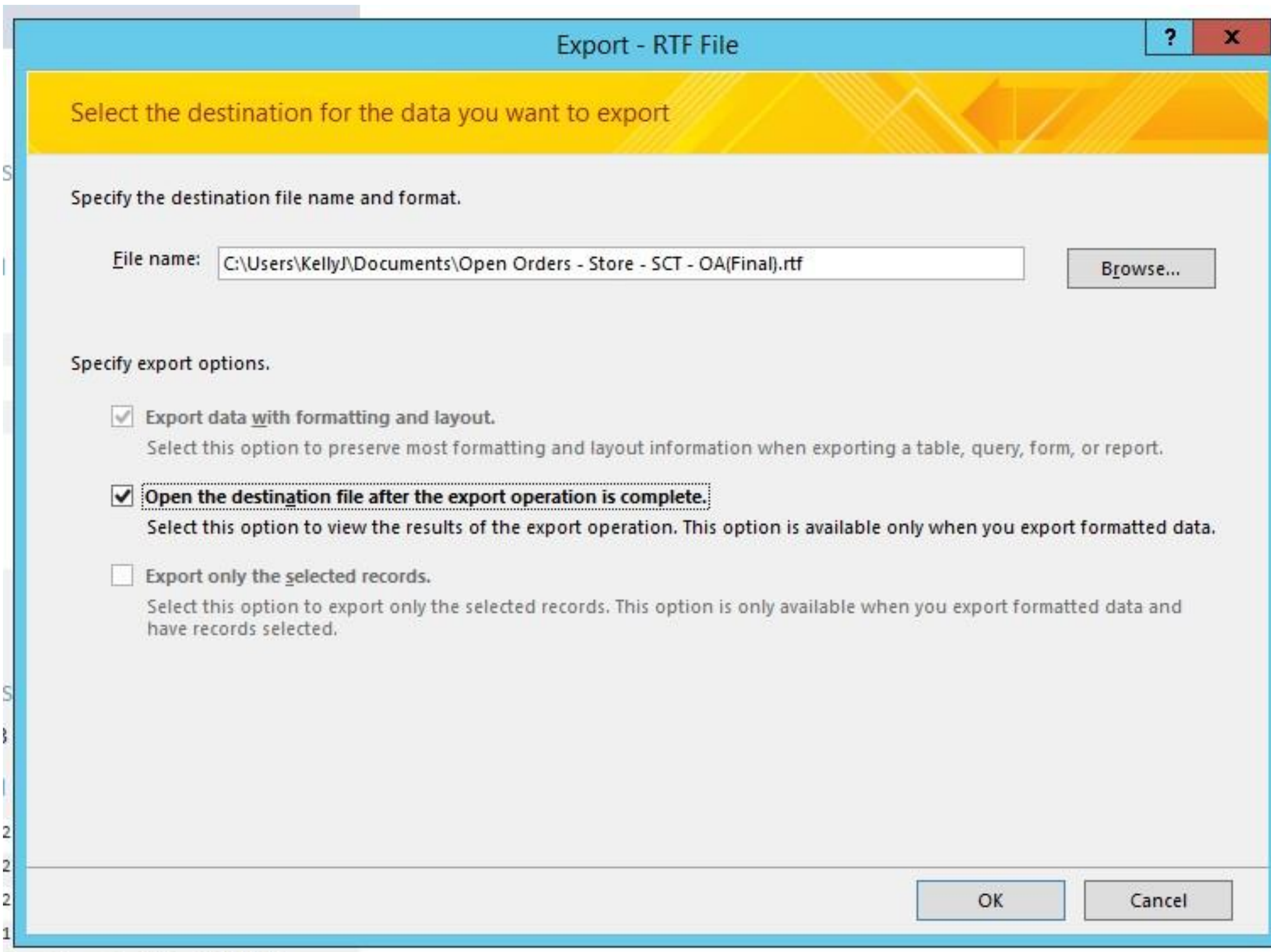
Select “Sales Order” tab, then select “Open Order – Store – SCT – OA” report.



Once the report pulls up on the screen, select “External Data,” then select “More,” and choose “Word.”



Select “Open the designation File” button then click “OK”



This will pull a word document showing all open orders for your store in numeric order. The left side will show your store level order and the right will show the SCT order from corporate if there is one. This is a great way to verify that everything from your store order was ordered from MN or MV in a side by side view.

Use the highlighter tool in Word to highlight any lines that are still open on the SCT end. Enter notes for all shipped orders in red next to the totals on the “Order Total Value” line. You can determine what to notate based off your findings in Syspro. You do not have to include notes on orders with projection dates on the SCTs, however, if there is a backordered line on an order, you must add a note that you have informed the customer of the extended wait time for the order. Please include notes for all other orders stating why they are still open.

Open Orders - Store - SCT - OA(Final)

Branch: 301

SalesOrder	Entry Date	St	Slm	Customer	Name
301-1000795	1/28/2017	4	RAC	1179626	Thomas Hampton

SCT Order	St	Entry Date

Ln	StockCode	MStockDes	Ord	Ship	B/O	VALUE	StockCode	Ord	Ship	B/O	Type	EstCompDate
6	SCH-741-119	Thatcher Chair	1	1	0	1,364.30						
10	SCH-641-119	THATCHER SWIVEL CHAIR	1	1	0	1,518.30						
13	SCH-640-119	THATCHER SOFA	1	1	0	1,704.50						
22	SFC-643-119	CARTER SWIVEL CHAIR	1	1	0	1,084.50						

Order Total Value: 5,671.60 Delivery On Hold until December

SalesOrder	Entry Date	St	Slm	Customer	Name
301-1001166	4/23/2017	2	RJ	1185548	CHARLES MCDONALD

SCT Order	St	Entry Date
100-1004266	3	4/24/2017

Ln	StockCode	MStockDes	Ord	Ship	B/O	VALUE	StockCode	Ord	Ship	B/O	Type	EstCompDate
2	333417	CLUB SLATTED ROCKER	2	0	0	0.00	1 333417	2	0	0		
6	368017	CHARLESTON SPRING LOUNGE	2	0	0	0.00	3 368017	2	0	0		
8	C571P81N	CHARLESTON SPRING LOUNGE	2	0	0	0.00	5 C571P81N	2	0	0		
10	367417	CHARLESTON OTTOMAN	1	0	0	0.00	2 367417	1	0	0		
18	C015321N	CROQUET ROCKER CUSHION	2	0	2	119.00	4 C015321N	2	0	2	EST	2017-11-27
19	C57481N	CHARLESTON OTTOMAN	1	0	1	101.40	6 C57481N	1	1	0		

Order Total Value:220.40 Customer has been called about backordered product

SalesOrder	Entry Date	St	Slm	Customer	Name
301-1001213	5/1/2017	1	DM	1001761	Leigh Cassady

SCT Order	St	Entry Date

Ln	StockCode	MStockDes	Ord	Ship	B/O	VALUE	StockCode	Ord	Ship	B/O	Type	EstCompDate
7	392224	BENTLEY SWIVEL ROCK LOUNGE	1	0	1	1,214.50						

Acceptable notes will explain when an order will be delivered, if it is on hold, why and if storage fees apply, if you have called weekly for pick ups include dates, if you are attempting to collect a balance, etc.

Unacceptable notes would be writing "RMA," cannot find paperwork, and anything the come across as unclear. If you cannot find the paperwork for an order, you will need to research through Syspro to find out what is going on.

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All stores are required to complete to Open Orders Report and send to Store Support and upload to your stores folder in SharePoint every Tuesday, no exceptions. When this report is maintained weekly, stores will no longer have mysterious orders building up because you will catch issues as they happen.

Once the Open Orders Report is complete, save the report. This will save into your Remote Desktop files then you can copy and paste the file to your main desktop or folders. You can also save to your remote desktop and right click on the file, open a new email, then right click in the body of the email to paste the file as an email attachment.

Stores may still use the previous status report separately for in store purposes, but it is not required.

Stores are required to keep weekly notes on the cover sheets of your order paperwork packets.

Make sure that pick up orders are called weekly to remind the customers to pick up and that all calls are documented on the cover sheets. Make sure to include the holding fee information on these calls to expedite customer pickups.

Below is a cheat sheet for your status report as you are looking up product!

Order Allocation Types			
Type	**Type Description**	**Reference**	**Notes**
BOX	Boxing Bin (WMS)	Stock Code : Box	Physically made/boxed, but not yet put into location (*so not yet reservable*)
CID	Container ID	Container # : Port Code	On a container **OR** "*on the water*"
CPO	Committed Purchase Order	Purchase Order #	Open Purchase order - linked to a specific Sales Order
GIT	Goods In Transit	SCT # : Target Warehouse	SCT - transferred/shipped out of source warehouse but not transferred into target warehouse
JOB	Open Job (Work in Progress)	Schedule : Job #	Has been jobbed and included jobs on schedules
POR	Open Purchase Order	Purchase Order # : Warehouse	Open Purchase Order - not yet shipped
REC	Receiving Bin (WMS)	Stock Code : REC	Physically on hand, but not yet put into location (*so not yet reservable*)
SOR	Open Supply Chain Transfer	SCT #	SCT - not yet transferred/shipped from source warehouse
STK	Stock	Stock Code : Warehouse	Available Inventory - not reserved to an order yet (*awaiting back order release*)
TRK	Truck Transfer Bin (WMS)	Stock Code : Truck Track ID	Being transferred between Distribution Centers (*most likely to/from WCDC/Pelham*)

ACCESS REPORTS

Select the “Store Reports” icon in Remote Desktop. The following are helpful reports that are updated daily, or even by the minute.

INVENTORY REPORTS

Christmas: This will pull all your store’s in-stock Christmas Inventory. This will be used when completing out end of year Christmas Cycle Count.

Inventory by Vendor: Select this report if you want to check your store’s inventory for a specific vendor. Enter the vendor prefix. For example, to see all Treasure Garden items in your inventory, enter “TG” and select “OK.”

All Inventory: This will pull your store’s full inventory list.

Fabric Availability (ALL): This will pull all fabrics and show the availability as of the current day. Use this report as a tool to make sure there is enough fabric on hand to place an order for guests who have urgent needs to ensure that the order does not end up in backordered status.

Fabric Availability (SINGLE): Select this report if you want to check the availability of one specific fabric number.

Gabby On Hand Availability: The report will pull all your SCH sku’d Gabby inventory.

SALES ORDER REPORTS

Open Orders Store: Use this report weekly when updating your Status Report. This will pull every open store level order for your store and is required to be included on the Status Reports due to Store Support by the end of day every Tuesday.

Open Orders with Detail Store: This will pull the same information as the Sales Orders Store report and will also include the line details for each order.

Open Order – Store – SCT – OA: This report includes the same information as the previous 2 reports but includes the 100 SCT # info along with projection dates.

Ready to Ship: This report will pull your open store level orders and show which items are in the shipped column and backordered column.

Open Orders – Summary: This report will pull all the open SCTs from MN, MV, and/or other store branches that are open. This is a great tool for matching your store level order numbers to their 100 number orders provided the order is entered with the correct required notes.

Open Order Detail by Order: This report will pull the same information as the Open Orders Summary report and will also include the line details for each order along with shipped and backordered information.

CUSTOMER REPORTS

Customer A/R Balance: Select this report to view all customers who have balances on their accounts. This will display any refunds that left credits on account and any balances that were put on account that require customer payment.

Customer Mailing List (ALL): This report will show customer address and phone number information for all orders placed in the specified date range at your store.

Customer Mailing List (Cushion Sales Only): This report will show customer address and phone number information for all cushion orders placed in the specified date range at your store.

New Customer File: Enter new customer information directly into Syspro.

SALES REPORTS

Invoiced Sales by Salesperson: Enter any date range to pull the dollar amount invoiced by each design consultant for the specified date range

Sales by (Single) Vendor: Enter any date range then a specific vendor prefix to view all the specified vendor's product sales.

Bank Deposit Slip Report: This report must be printed at the end of each day. See "End of Day Balancing" document for a more in depth look at this report.

Invoiced Sales by Product Class: Enter any date range to see invoiced dollar amount in written sales for the specified date range separated by product class.

Written Sales by Order – Summary: Enter any date range to view all written orders for the specified date range. See "Daily Sales Reporting" document for a more in depth look at this report.

Written Sales by Order – Detail: This report includes the same information as the Written Sales by Order Summary and shows each line item for every order.

Sales by Salesperson – Detail: Enter a specific date to view detailed lines for all written orders by design consultant.

Sales by Salesman by Date – Sold: Enter any date range to view how much each design consultant has made in written sales in the specified date range. Use this report to pull MTD and YTD sales for your design consultants.

Daily Sales: This report will pull every item that has been sold on the current day.

Sales Top 20 Items by Date: This report pulls the top skus sold during any entered time frame.

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SQL REPORTING

**You can create a favorites section of the reports you want to see in one place. You just need to locate the report, select the three dotted lines in top right corner and click Add to Favorites. It will then appear in your Favorites folder. **

STORES

Store Invoiced and Written Sales by Day: this is the report Store Support sends out each morning. We only manipulate the Licensees' portion with their data as it doesn't pull. Pull this each morning.

Store Items on Hand: Select your store and can pull your entire inventory or just essentials. Recommend pulling this weekly and printing especially for your operations teams.

Forward Orders: will pull all forward orders in the system. Please note if you pull in middle of the day it will pull all stores orders that have not been opened. Recommend pulling each night or each morning. Recommend pulling this daily.

Accessory Sales: select your store and can pull for select date ranges. Recommend pulling this each week.

Store Profitability Detail: this report is helpful in seeing what you sell each SKU for. If you sell at an 80%-100% you should be asking your DC for reasoning. This report is recommended you pull weekly/monthly.

SC-1 and Fillin Items: Report pulls all SC-1 or Fill-ins on orders. This is helpful to see where you need to make SKU's or send to Store Support. Store Support uses this in the LOS meetings. Recommend pulling once a week.

STORE FLOOR LABELS

Store Floor Labels: makes all new tagging for store product. Can pull entire inventory, by SKU, or by PO/SCT.

INVENTORY

SCT in Transit: report pulls all inventory in transit from MN, MV, or another warehouse (store). Recommended to pull daily for Ops teams

Warehouse Inventory: Recommend using this list and not the discontinued list. This will pull all statuses as the discontinued report only pulls status 9. To select a full discontinued list, you would select your warehouse and then select status 8 and 9 to see what your disco inventory is. This is recommended to pull weekly to have your team use to sell from.

Inventory Adjustments: this pulls all inventory adjustments made by all company personnel. It's recommended you export it to Excel and sort out your store adjustments. This is recommended to be pulled monthly and review with Ops teams.

RMA

RMA Detail-this pulls all RMA's processed. You can see if pictures were attached in M-files. Recommended this is pulled on a weekly basis.

SHIPPING AND RECEIVING

Stuck Open Orders: this report is what Store Support sends out on a weekly basis. Any orders open for more than 180 days. You can also select SCT (100#). Recommend pulling weekly.

MERCHANDISING

Wendy Jane Sales- this report pulls all WJ sales made within specified date range. Recommend pulling on weekly or monthly basis.

GABBY

3PL Shipment Notification-this report pulls your warehouse shipments for the day. It's useful to send to your 3PL (their shipments only) to allow them visibility in what is coming to them from MN or MV warehouses.

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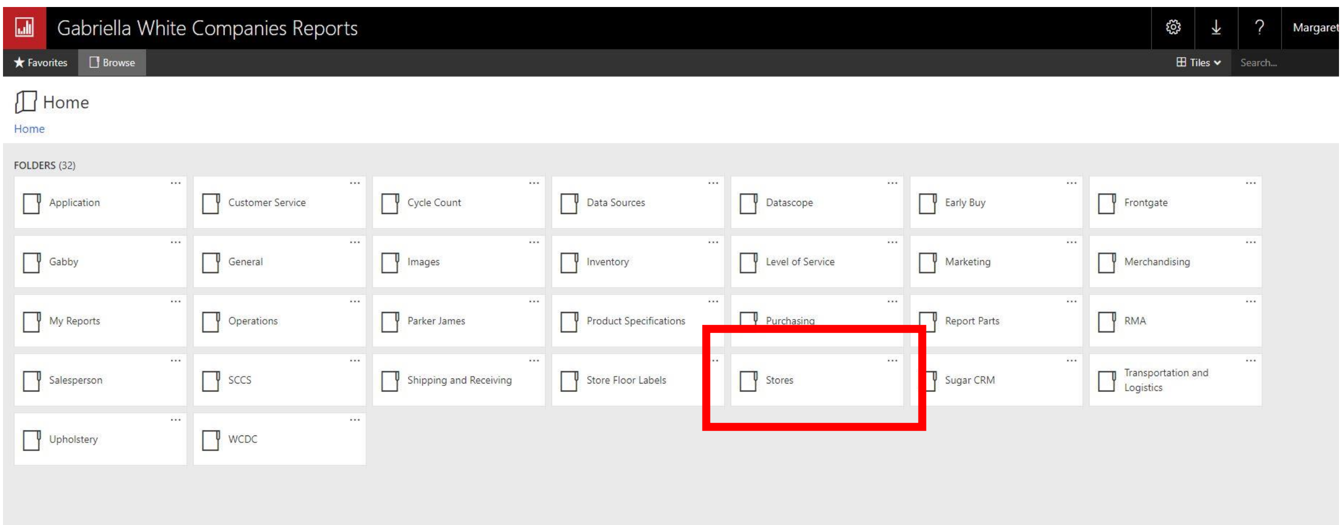
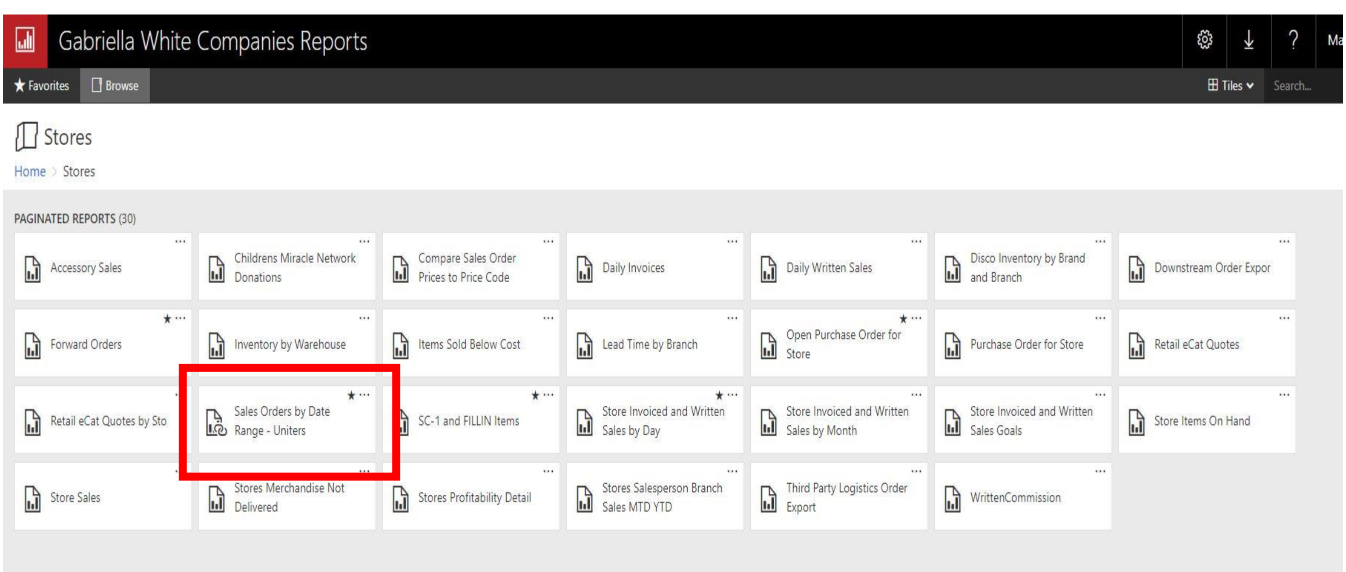
SALES ORDER BY DATE RANGE – UNITERS REPORT IN SQL

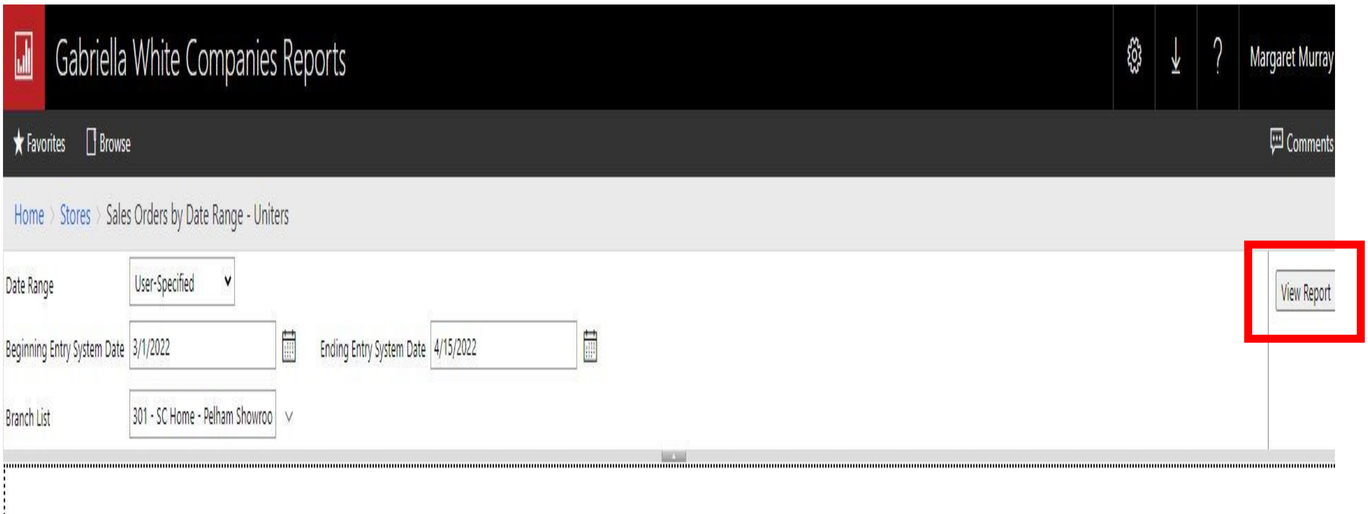
Step 1: Open SQL Reports and select Stores



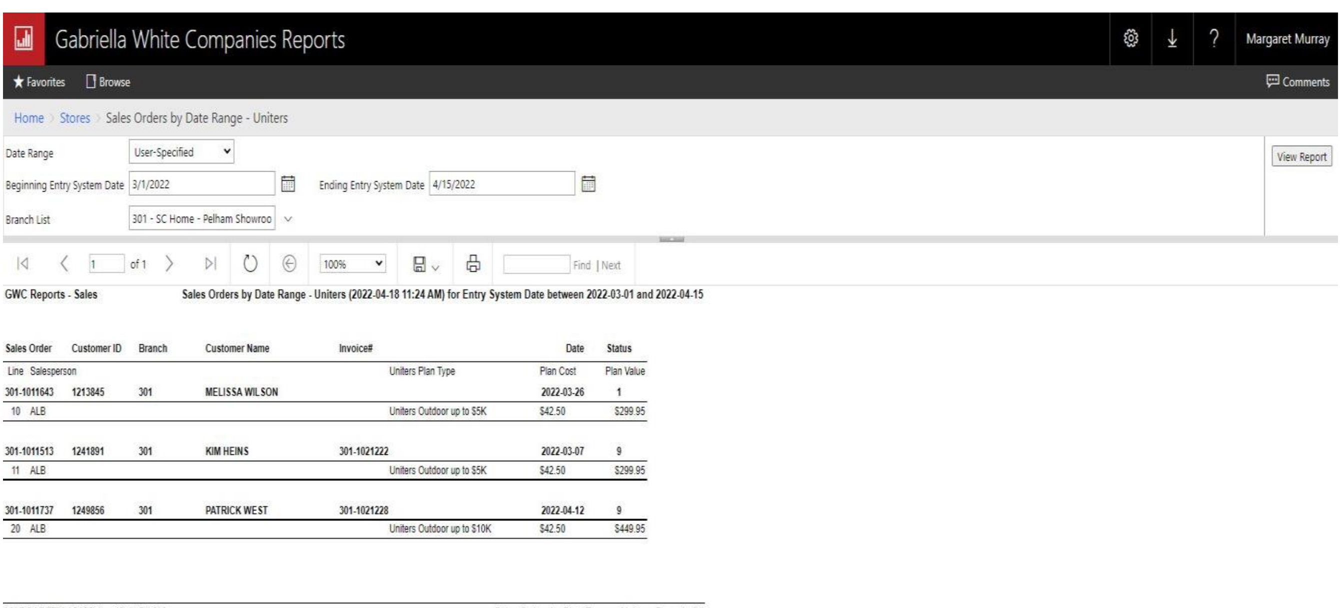
Step 2: Select the **Sales Orders by Date Range - Uniters** report



Step 3: Enter the appropriate information in each field and click **View Report**.



Step 4: You will then see the below, which shows all of your sales orders with Uniters for the specified date range



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ORDERING SUPPLIES / VENDOR MERCHANDISE

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CLAIMS PROCEDURES

Stores file their own vendor accessory related claims but must always CC Store Support when reaching out regarding the claim. If the store feels more comfortable going through Store Support first, that is fine. The claim needs to be filed within 2 business days of receiving the shipment. As previously mentioned, please copy Store Support and Accounts Payable Specialist in all claims related emails to vendors.

FILING A STANDARD VENDOR CLAIM

Please advise of any shortages. Pictures are required for all damage claims. All vendor claims must be accompanied with 1-3 images per product showing the damage.

Stores must include the below when reaching out the vendor. Please keep all damaged items and packaging materials until vendor indicates returned!

PO number
Item # of each damaged product
Quantity of each damaged product
Description of damage
Indication of replacement or credit

FILING A VENDOR CLAIM DAMAGED IN SHIPMENT

Most vendors will not assume responsibility for damages incurred during transit, therefore no cost replacements may be issued and will likely result in a credit from the shipping carrier. Please advise of any shortages. Damage needs to be noted, dated, and initialed on the delivery receipt at the time of delivery. Please make sure that the BOL and/or PRO number is indicated on the delivery receipt/copy.

When filing claim, stores must include the following. Please remember to keep all damaged items and packaging materials until the vendor indicates whether they can be discarded or sent back.

PO number
Repair invoice or quote (if applicable)
Pictures of outer packaging and product
Item number, quantity, and description of each damaged product

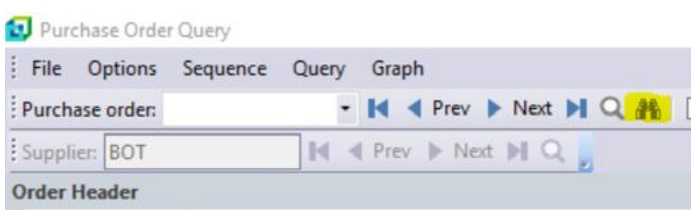
MONTHLY MANAGEMENT OF VENDOR PO'S

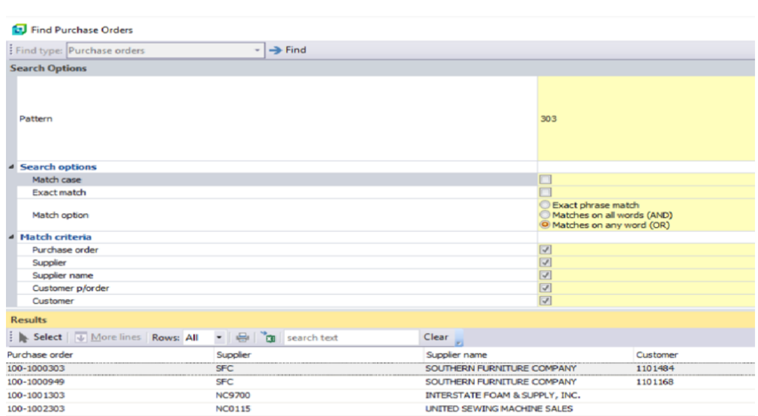
Vendor PO's should be immediately followed up by management within 48-72 hrs.

Once acknowledgement has been received, it is put in your open vendor folder along with the purchase order. If for any reason you do not receive an acknowledgement, it is your responsibility to reach out to the vendor to supply.

Back ordered dates should be noted by management on the store copy for routine follow ups. If the order does not have any back ordered dates, note the projected date given by the vendor and follow up.

During follow up, management will be responsible for cancelling any lines on the PO's that are no longer needed. This should be reviewed and done every month. There are two options on where to find this information: SQL Reports or PO Query. Under SQL reports, search Open Purchase Orders for Store and select your store and a time frame. If you are using PO Query in Syspro, click on the binoculars as shown below. After clicking on the binoculars, put your store number in the search field and hit enter. From there, all your PO's will be available for you to research.





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VENDOR STOCK CODE CREATION

Prior to requesting a SKU to be created, please check Inventory Query in Syspro

If your sku is not already created in Syspro, please log in to SharePoint, click on the "Sku Request" folder, and click on the "Stock Code Request" file.

To create your sku correctly, you will need to fill in the RED highlighted areas in the file. The following information will need to be provided.

Vendor Prefix (reference Vendor List)
Vendor Item Number
Description of Item
Category (AC or CHR) – Accessory or Christmas
Supplier ID
Product Category

The GREEN highlighted areas will be filled in by Store Support – please do not fill in these areas!

Skus will be submitted to IT every Tuesday, and if applicable, Thursday. From there IT will load the information into Syspro and notify Store Support when the skus are successfully created.

While you are waiting for a sku to be created, please create your PO(s) using the below and send to the vendor as usual so this does not delay your ordering timeframe. Remember to provide a description of the item so the vendor knows what to order for the customer.

Stock Code: FILLIN
Description: FILL IN SKU plus the desired item

Once your sku is created, Store Support will update the spreadsheet with the completed sku and let you know. Once this has been done, please update your PO accordingly. If you have trouble with any sku, please let Store Support know, and we will work with IT to get it resolved.

ORDERING MARKETING SUPPLIES

STORE SUPPORT RESPONSIBILITIES

Please reach out to Store Support with any business card requests, and they will submit a marketing ticket for you. Please send in the following format.

Name
Job Title
Phone Number
Email
Store Address

Please reach out to Store Support with any nametag requests, and they will get them ordered for you.

Store Support will order you anything you need from Digital Marketing Service (DMS). This includes store display tags, reference forms, brochures, inserts, graph paper pads, thank you cards, etc. Please reach out to the team with any of these requests.

Store Support will take care of SC shopping bags and tissue paper. During Christmas, we order a Holiday bag to be used once Christmas is set in your stores. We will place an order for you twice a year (February and June and then December for special Holiday bags). Store Support will reach out to you for your quantities and have the items shipped directly to you.

Please reach out to Store Support if you need any X-back signs.

STORE MANAGER RESPONSIBILITIES

If you need any marketing materials from Corporate Headquarters (catalogs, fabric memos, pricelists, branded binders, etc.), please create an SCT in Syspro for these items. Please refer to "Supply Chain Transfer Entry" process if necessary. These items can also be found in eCat for reference.

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Please see below for items to purchase through **Staples**.

Avery 5523 White Weatherproof Shipping Labels
Item # 440731
Model # 05523

Address Label Paper (for accessory pricing)
Item # 5960

Tagging Gun
Item #815576

Secur-A-Tach Fasteners for Tags
Item # 18800

Replacement Needle for Tagging Gun
Item # 815580

Please see below for contact and items to purchase through **Hummert International**.

Bill Gross
314-506-4541 X1123

FastLoc Labels (Landscape tags for furniture outside) – Yellow – Item #: 492069-1 (1000 – 1inx10in labels per roll)

FastLoc Labels (Landscape tags for furniture outside) – Red – Item #: 492059-1 (1000 – 1inx10in labels per roll)

Please see below for items to purchase through **Uline.**

Pedestal Sign Holder 8 ½ x 11
Item # H-6328

12" String Ties (for accessory tags)
Item # S-921

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FABRIC AND CUSHIONS

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GENERAL INFORMATION

Always reach out to Store Support to contact the cushion plant for you!

Never change an order that has been scheduled – always contact Store Support to reach out to the cushion plant to see if a change is possible.

COS means "component out of stock" – the item will schedule when it becomes available.

FCOS means "component out of stock – fringe" – the item will schedule when it becomes available.

Production time begins once the order is scheduled by the cushion plant. Please be patient in this process, as it is done manually. Also, please keep in mind that the production times could vary due to components out of stock, new intros, ordering fabric, etc. If you have any questions, please reach out to Store Support for assistance.

We cannot request a rush on any and all orders. This will be done on a case by case basis, so if you feel you qualify for Code Blue (mis-ordered quantity, DC ordered wrong fabric, etc.), please reach out to Store Support to make the final call. If approved by Store Support, we will utilize Code Blue in Syspro.

Always check the fabric report prior to placing your order as some fabrics may be out of stock.

When there is an ETA date for a fabric on the Availability List, this means that this is the date that the Cushion Plant expects the fabric to arrive.

If you are ordering Cores only for a client, please search in Inventory Query using the style to see if a core sku is set up prior to reaching out to IT. Please indicate in the search if it is standard or premium (C###-CORE = standard core; C###P-CORE = premium core).

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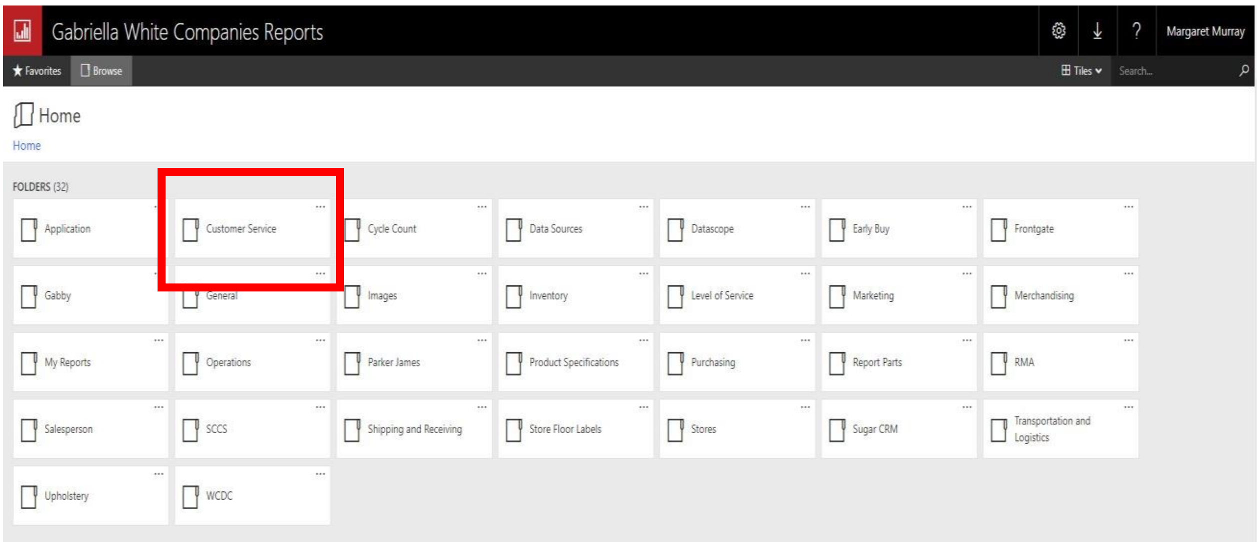
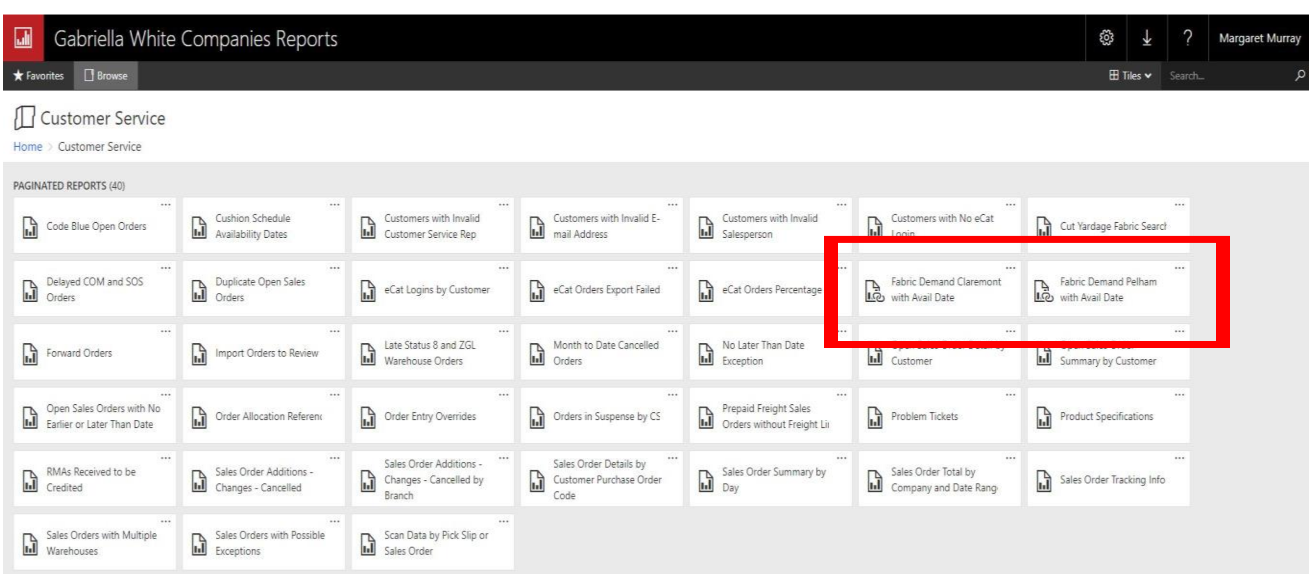
FABRIC AVAILABILITY IN SQL

Step 1: Open SQL Reports and select Customer Service

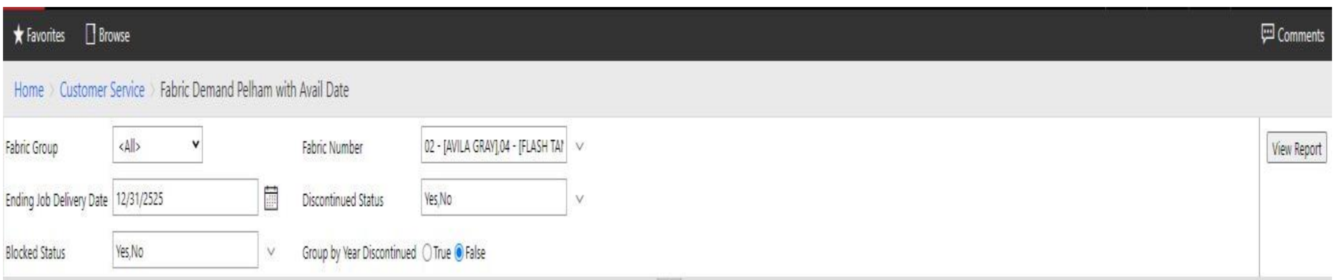


Step 2: Select the Fabric Demand **Pelham** with Available Date report to pull the **Summer Classics** fabric availability for items produced in **MN** <u>or</u> select the Fabric Demand **Claremont** with Available Date to pull the **Gabby** fabric availability for upholstery items produced in **Claremont.**

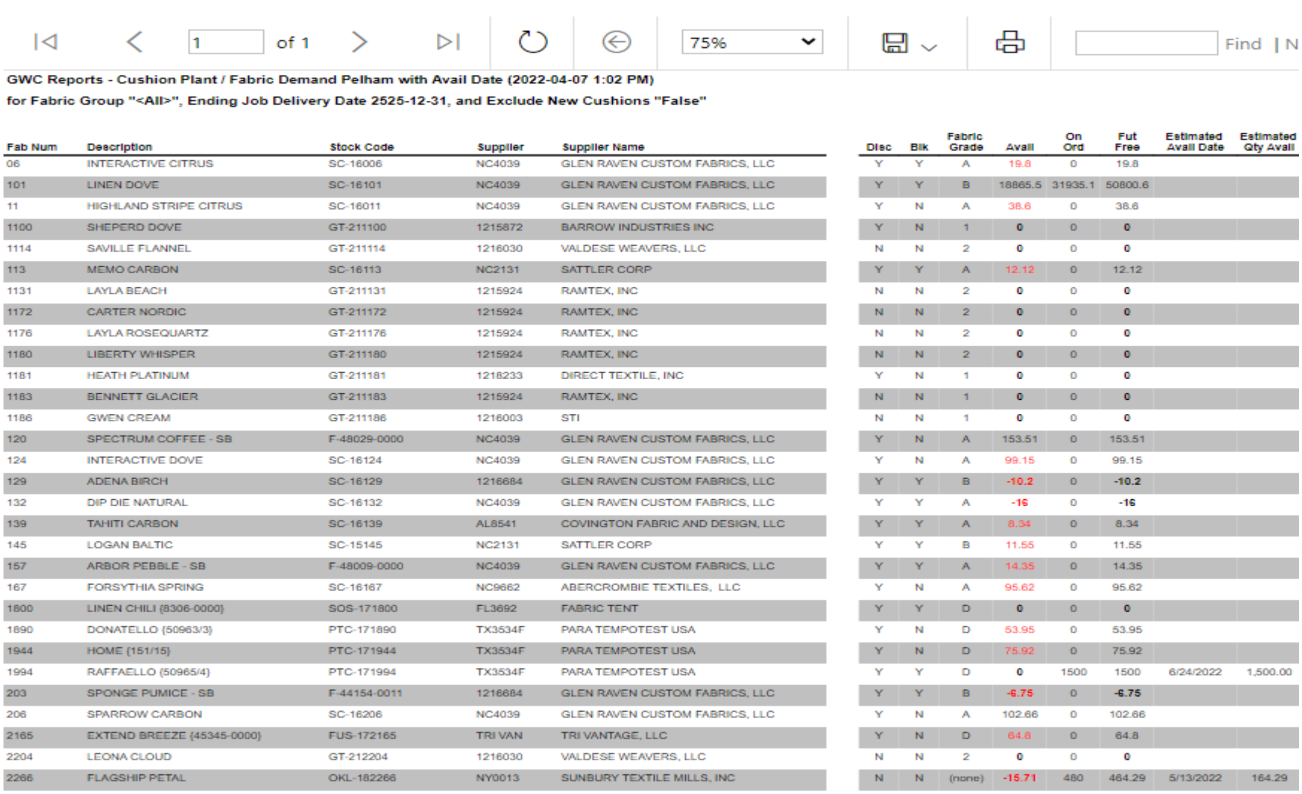


Step 3: Fill out the appropriate fields as follows (same information needed for both the Pelham and Claremont reports) and click View Report.

Fabric Group – "All"; ***Fabric Number*** – "All"; ***Ending Job Delivery Date*** – keep the defaulted date; ***Discontinued Status*** – "All"; ***Blocked Status*** – "All"; ***Group by Year Discontinued*** – keep the defaulted option



Step 4: You will then see the most real time version of the fabric availability report



GWC Reports - Cushion Plant / Fabric Demand Pelham with Avail Date (2022-04-07 1:02 PM)
for Fabric Group "<All>", Ending Job Delivery Date 2525-12-31, and Exclude New Cushions "False"

Fab Num	Description	Stock Code	Supplier	Supplier Name	Disc	Blk	Fabric Grade	Avail	On Ord	Fut Free	Estimated Avail Date	Estimated Qty Avail
06	INTERACTIVE CITRUS	SC-16006	NC4039	GLEN RAVEN CUSTOM FABRICS, LLC	Y	Y	A	19.8	0	19.8		
101	LINEN DOVE	SC-16101	NC4039	GLEN RAVEN CUSTOM FABRICS, LLC	Y	Y	B	18865.5	31935.1	50800.6		
11	HIGHLAND STRIPE CITRUS	SC-16011	NC4039	GLEN RAVEN CUSTOM FABRICS, LLC	Y	N	A	38.6	0	38.6		
1100	SHEPERD DOVE	GT-211100	1215872	BARROW INDUSTRIES INC	Y	N	1	0	0	0		
1114	SAVILLE FLANNEL	GT-211114	1216030	VALDESE WEAVERS, LLC	N	N	2	0	0	0		
113	MEMO CARBON	SC-16113	NC2131	SATTLER CORP	Y	Y	A	12.12	0	12.12		
1131	LAYLA BEACH	GT-211131	1215924	RAMTEX, INC	N	N	2	0	0	0		
1172	CARTER NORDIC	GT-211172	1215924	RAMTEX, INC	N	N	2	0	0	0		
1176	LAYLA ROSEQUARTZ	GT-211176	1215924	RAMTEX, INC	N	N	2	0	0	0		
1180	LIBERTY WHISPER	GT-211180	1215924	RAMTEX, INC	N	N	2	0	0	0		
1181	HEATH PLATINUM	GT-211181	1218233	DIRECT TEXTILE, INC	Y	N	1	0	0	0		
1183	BENNETT GLACIER	GT-211183	1215924	RAMTEX, INC	N	N	1	0	0	0		
1186	GWEN CREAM	GT-211186	1216003	STI	N	N	1	0	0	0		
120	SPECTRUM COFFEE - SB	F-48029-0000	NC4039	GLEN RAVEN CUSTOM FABRICS, LLC	Y	N	A	153.51	0	153.51		
124	INTERACTIVE DOVE	SC-16124	NC4039	GLEN RAVEN CUSTOM FABRICS, LLC	Y	N	A	99.15	0	99.15		
129	ADENA BIRCH	SC-16129	1216684	GLEN RAVEN CUSTOM FABRICS, LLC	Y	Y	B	-10.2	0	-10.2		
132	DIP DIE NATURAL	SC-16132	NC4039	GLEN RAVEN CUSTOM FABRICS, LLC	Y	Y	A	-16	0	-16		
139	TAHITI CARBON	SC-16139	AL8541	COVINGTON FABRIC AND DESIGN, LLC	Y	Y	A	8.34	0	8.34		
145	LOGAN BALTIC	SC-15145	NC2131	SATTLER CORP	Y	Y	B	11.55	0	11.55		
157	ARBOR PEBBLE - SB	F-48009-0000	NC4039	GLEN RAVEN CUSTOM FABRICS, LLC	Y	Y	A	14.35	0	14.35		
167	FORSYTHIA SPRING	SC-16167	NC9662	ABERCROMBIE TEXTILES, LLC	Y	N	A	95.62	0	95.62		
1800	LINEN CHILI {8306-0000}	SOS-171800	FL3692	FABRIC TENT	Y	Y	D	0	0	0		
1890	DONATELLO {50963/3}	PTC-171890	TX3534F	PARA TEMPOTEST USA	Y	N	D	53.95	0	53.95		
1944	HOME {151/15}	PTC-171944	TX3534F	PARA TEMPOTEST USA	Y	N	D	75.92	0	75.92		
1994	RAFFAELLO {50965/4}	PTC-171994	TX3534F	PARA TEMPOTEST USA	Y	Y	D	0	1500	1500	6/24/2022	1,500.00
203	SPONGE PUMICE - SB	F-44154-0011	1216684	GLEN RAVEN CUSTOM FABRICS, LLC	Y	Y	B	-6.75	0	-6.75		
206	SPARROW CARBON	SC-16206	NC4039	GLEN RAVEN CUSTOM FABRICS, LLC	Y	N	A	102.66	0	102.66		
2165	EXTEND BREEZE {45345-0000}	FUS-172165	TRI VAN	TRI VANTAGE, LLC	Y	N	D	64.8	0	64.8		
2204	LEONA CLOUD	GT-212204	1216030	VALDESE WEAVERS, LLC	N	N	2	0	0	0		
2266	FLAGSHIP PETAL	OKL-182266	NY0013	SUNBURY TEXTILE MILLS, INC	N	N	(none)	-15.71	480	464.29	5/13/2022	164.29
238	LINEN SAND	SC-15238	1216684	GLEN RAVEN CUSTOM FABRICS, LLC	Y	Y	B	-1.14	0	-1.14		

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ADDITIONAL INFORMATION

You can pull this report at any time of the day but make note that the demand of fabric available won't change on the report until the order status for ALL DIVISIONS (Wholesale, Retail, Contract) moves to Status 1. Therefore, the demand does not consider orders sitting in F or S status. Retail enters order into the system as soon as they are placed, so this shouldn't affect our division too much.

For any fabric that has had a number change in the past (ex. Linen Dove – 101 changed to 6101), the OLD fabric number will be shown on these reports, so cross reference with the name of the fabric.

Any Summer Classics fabric that overlaps into the Gabby fabric line (ex. Linen Dove) will be shown on both the Claremont and Pelham reports. However, the availability will be different based on if you are pulling from MN/Pelham inventory or Claremont inventory. Make sure you are referencing the correct report with the overlapped fabrics and your item on order (Gabby upholstery – Claremont report; Summer Classics items – Pelham report)!

Wendy Jane fabrics are not featured in this report as they are non-stocked fabrics.

This report will eventually be automated and sent to you frequently, but for now, I will send out to you in my weekly communication emails. Jeanie will also no longer be sending out this report on Fridays, so if you need to see fabric availability you will need to pull yourselves!

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DISCONTINUED FABRIC PROCESS

Before placing any orders for discontinued fabric, please refer to the fabric availability report that is sent out on Fridays to see how much yardage is left.

Place an order in eCat with a 50% deposit. When this is complete, have your store manager send the request to Store Support.

Store Support will email the cushion plant and the fabric purchasing manager. Once the cushion plant confirms they have the fabric on hand and available to cut not on schedule, the fabric purchasing manager will release the fabric to be ordered.

Store must enter the order on the same business day the fabric is released to create an SCT (if not a request will have to be resubmitted).

A request on a Monday-Friday (8-5) will get a response on the same day, However, a response after 5 pm M-F will not get a response until the following day or if a request is made on the weekends, you will not get a response until Monday.

Due to fabric being pulled and cut, the Access and/or Syspro reports do not account for scheduled or jobs that were entered recently. This will possibly cause for the fabric to not be available when we potentially show it available. By placing the request, the team looks at how much is on order vs. on hand (physically go and check the roll), and if there is enough to complete.

With that being said, by placing an order with discontinued fabric, the best practice is to have a customer select an alternate fabric (NOT DISCO) while in the showroom. This will allow a customer that comes in on a Saturday to have an option if we call them on Monday and say their first choice was out of stock.

IMPORTANT: All discontinued fabrics should be removed from current swatch rings! You can keep them hidden if needed for reference!

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COM FABRICS

COM stands for “customer owned material.”

The cushion plant is unable to order Sunbrella Select fabrics from the Sunbrella Kiosk, so these must be ordered as COM.

Fill out COM forms online at www.summerclassics.com, click on the Customer Support tab in the top right-hand corner and select C.O.M. Form.

When sending in your fabric, please include a copy of the COM form in the box with the fabric.

If the tracking information has indicated that the fabric has been delivered, please contact Store Support, and they can confirm with cushion plant.

Please note that the cushion plant will NOT send back any unused fabric, so please be as precise as possible. If more fabric is needed, the cushion plant will reach out to Store Support and we will connect with the store to fulfill request.

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FABRIC SWATCH CHECK OUT PROGRAM

The Summer Classics, Gabby, and Retail Only 17x22 Hanging Swatches may be checked out by customers and must be returned to the store within 72 hours.

Stores must use the Credit Card Authorization Form for 17x22 Swatch Check Out to track each swatch that leaves the building.

These are two-part forms. The store will keep the top sheet (white) in the Fabric Swatch Check Out Book and file by last name. The yellow copy will go to the customer.

Stores are responsible for checking these daily to ensure that every swatch either comes back or is charged and re-ordered.

If the swatch is not returned, create an order for the customer and use the "SWATCH-17x22" generic sku for all swatches. Stores will charge the customer $50 each before tax and process the payment.

Stores must reach out to the Store Support to re-order the fabric swatch and replace it.

Stores will be responsible for checking the Design Center often to ensure all fabrics are still displayed. The fabric checklist is provided in your Fabric Swatch Check Out Book and will be updated twice a year.

Replacement swatches will take a minimum of 6 weeks to arrive in the stores once order has been placed.

CC AUTHORIZATION FORM - 17X22 SWATCH CHECK OUT

- Cardholder Name:____(Exact name as it appears on credit card)
- Billing Address:
- Cardholder Phone Number: (___)
- E-mail:
- Credit Card Type:____Visa______Mastercard____AMEX_____Discover____Other
- Credit Card Number:
- Expiration Date:___/_____(mm/yy)
- Card Identification Number (last 3 digits located on the back of the credit card):
- Amount to Charge: $_____________($50 per swatch)

Swatches being checked out must be returned or purchased within three days of signing this contract. Failure to do so will result in charging authorized credit card in the amount shown above. Only three swatches may be checked out at a time.

ITEMS MUST BE RETURNED BEFORE 5 PM ON ____________

AUTHORIZANTION

I authorize Summer Classics to charge the agreed amount listed above to my credit card provided herein. I agree that I will pay for this purchase in accordance with the time frame set forth by Summer Classics.

CARDHOLDER – Print Name, Sign and Date Below:

Signed:

Dated:

Name:

Fabric Swatch Information

Fabric Name_____________________________Fabric Number ___________________________

Fabric Name_____________________________Fabric Number ___________________________

Fabric Name_____________________________Fabric Number ___________________________

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PRODUCT RETURN TO THE CUSHION PLANT

From time to time, there will be an issue with a cushion that can be fixed quickly. If you think you have an issue that qualifies, please send it in to Store Support to confirm with the cushion plant.

If Scott and Client both can handle/accept this solution, follow the below steps. If not, process RMA for approval.

Once approved (and not process RMA), send back to cushion plant and put ATTN: SCOTT DEASON on the box. Put a copy of the email thread and description of the issue in the box before sending.

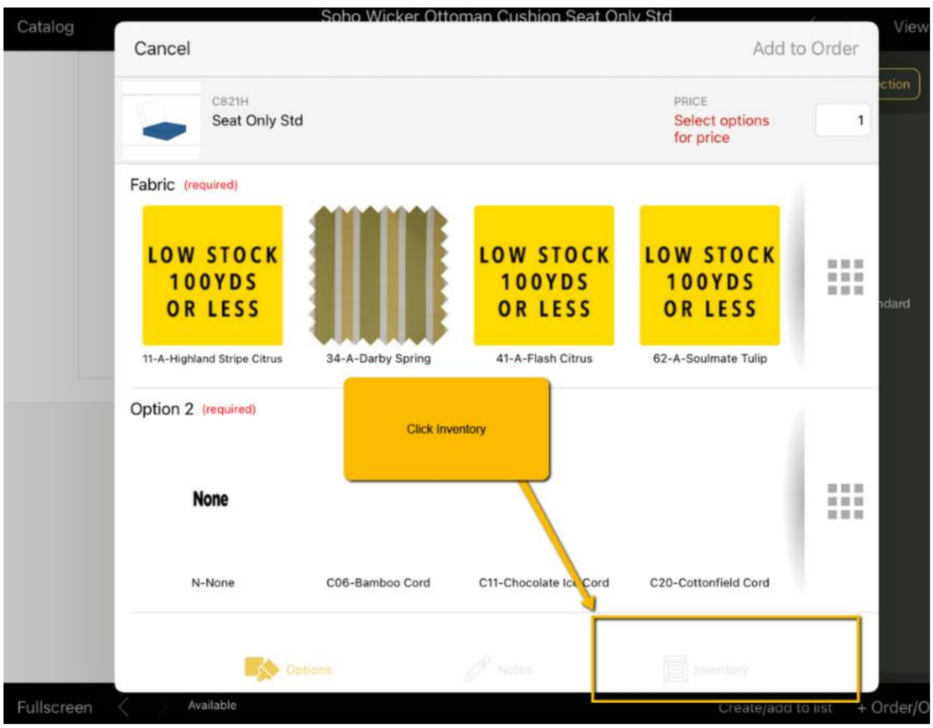
Send FedEx tracking to Scott Deason, Alyssa McAdory, and Store Support.

Scott will receive and fix. Once fixed, Scott will return to Store Support, and we will ship out and provide store/client tracking to ensure its arrival.

E-CAT – IN-STOCK PRE-MADE CUSHIONS WITH ACTIVE FABRICS

In eCat, select cushion builder or search for cushion selection your client is looking for.

When the fabric configuration selections come up, on the bottom right there is an inventory button. Select it (see pic below):



The available cushions will populate as shown below

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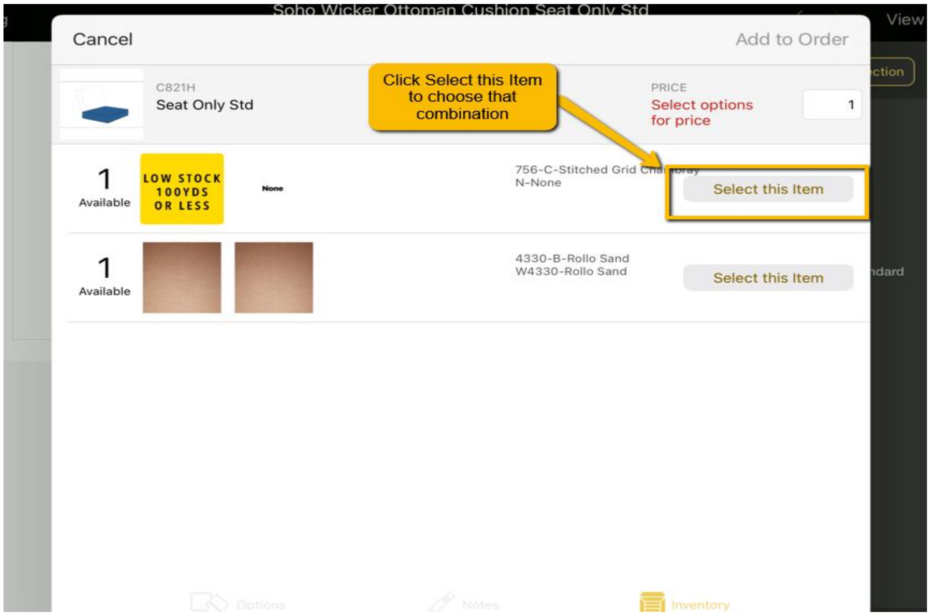

If no cushions populate in the inventory section, that indicates there is no current inventory with active fabrics available in a pre-made selection.

Click Select this item to choose the combination and it will populate the corresponding body and welt fabrics for that item.

Click Add to Order and it will be in your cart for checkout.

When ordering, please make sure you check which warehouse it is supplied in to complete the order/SCT to the correct warehouse.

**** Inventory is not live, so it is only as good as the latest update to your iPad. Pushes to update eCat for inventory will update 7:00 AM, 9:00 AM, 11:00 AM, 2:00 PM, 7:00 PM based off of historical order entry (chart shown below). You can update after those times to get the most up to date inventory accuracy. ****

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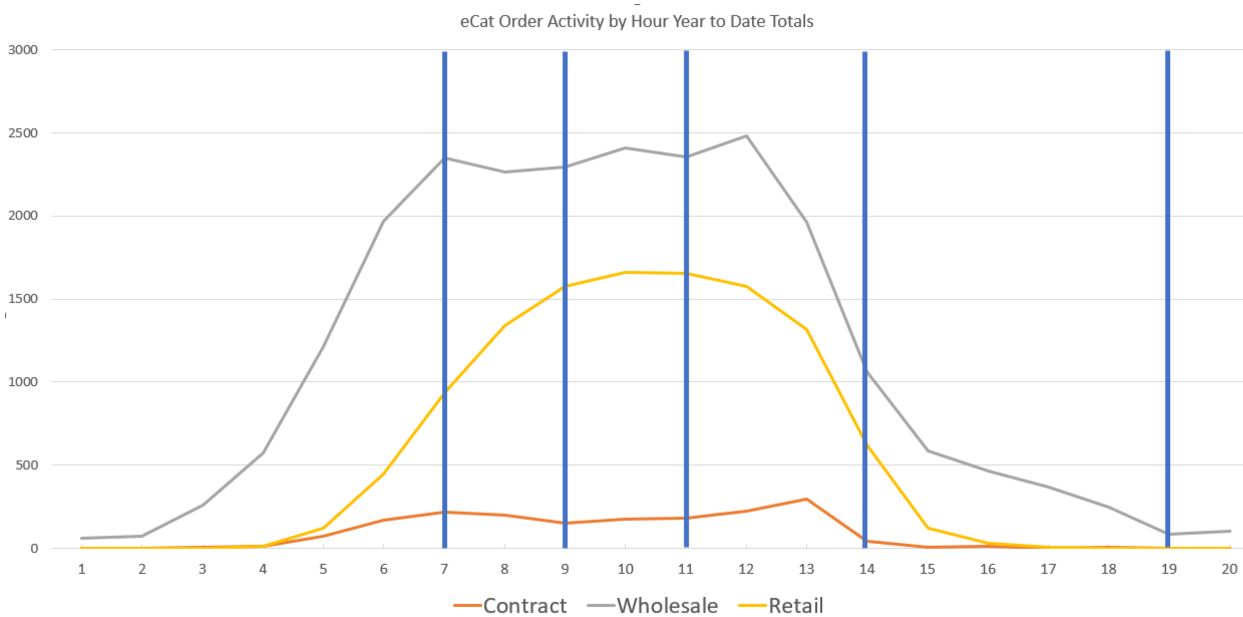
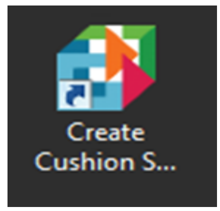


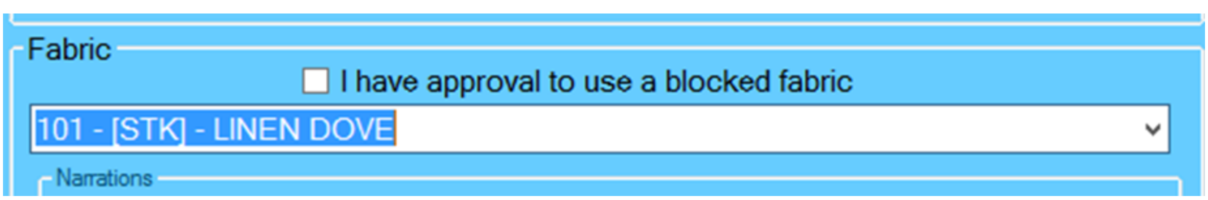
CREATING CUSHION STOCK CODES

Open Remote Desktop and select "Create Cushion Stock Codes." Enter your Syspro username and password.

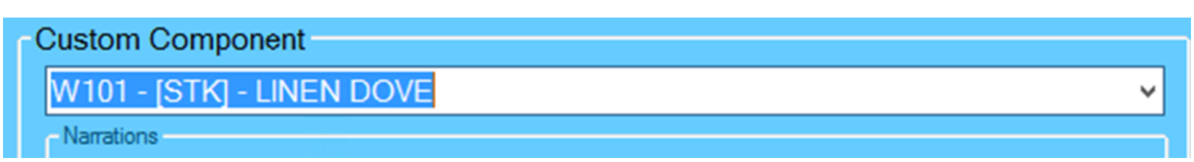


Under Style, enter the cushion frame prefix. For example, C542P for a Verano Lounge Premium cushion.

Select or type the fabric number for the body of the cushion under Fabric.



Select or type the welt fabric option under Custom Component. If there is no welt for the item creating then keep as N – [N] – NONE



Finally, when you have all components filled in then hit create stock at the bottom. It may take a few minutes for it to complete, but if successful you will get a message saying stock code successful and then you will be able to enter the SKU in your order.

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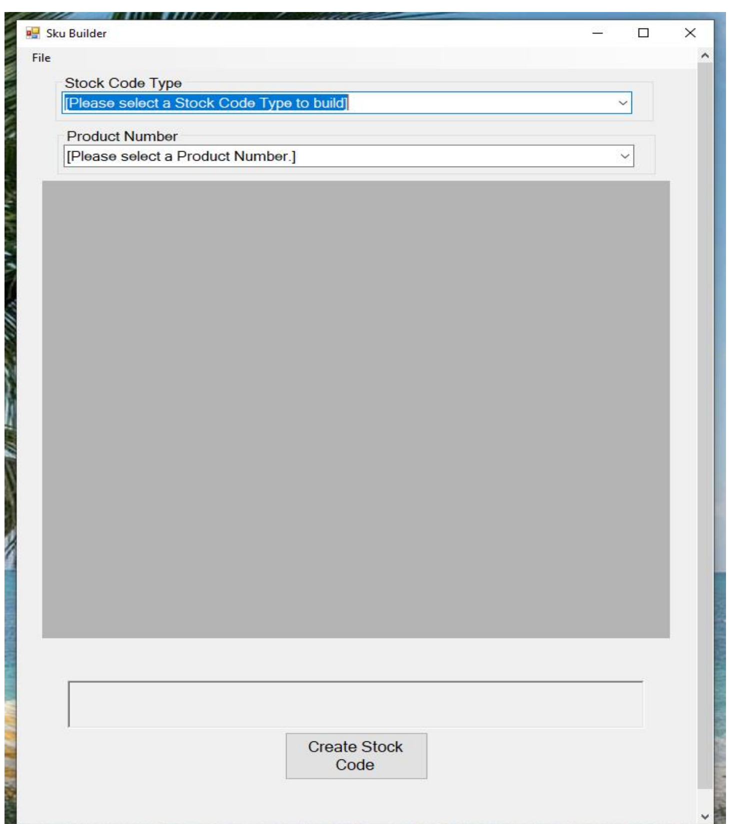
UPHOLSTERY SKU BUILDER

Click on the following link to download the sku builder to your desktop: Click anywhere on this sentence to install the application.

Once installed, you will see the below icon appear on your desktop. Keep in mind that this application mirrors the Summer Classics cushion stock code creator, so you will find this process to be very similar.

Open the application and enter your Syspro credentials. You will then be brought to the below view.



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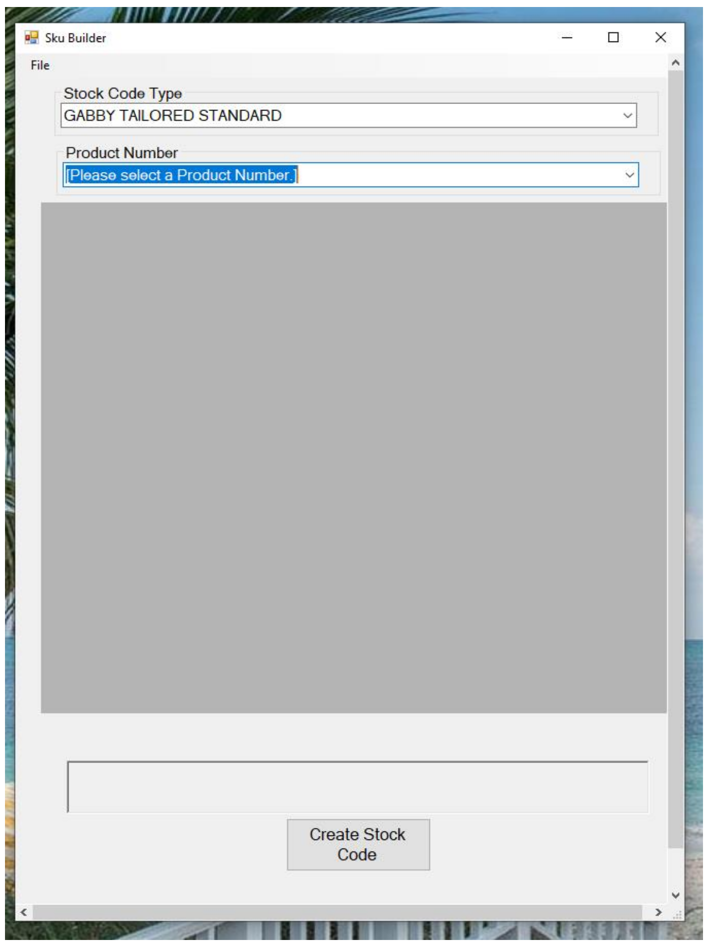
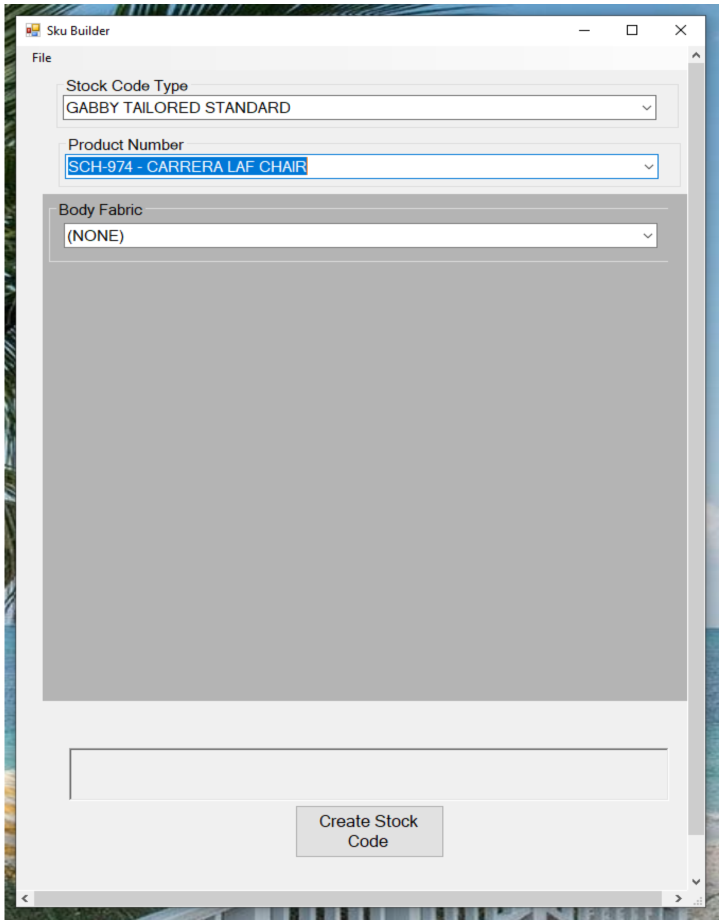
You have two options to choose from under the "Stock Code Type" field: Gabby Tailored Pillows and Gabby Tailored Standard.

You will select the **Gabby Tailored Pillows** option if you need to build a sku for one of the throw pillows that comes with one the upholstery frames. You will select the **Gabby Tailored Standard** option if you need to build a sku for the actual upholstery or Gabby fabric yardage.



Next you will select your product number. Hit the drop-down arrow next to that field to pull up all of our upholstery frames and select the item. You can also hand key your item in the box to pull it up quicker!



Depending on the product you choose, a number of different fields will pop up, such as body fabric, cushion option, nail heads, etc.

Example #1 shows a frame that requires just the body fabric selection. **Example #2** shows a frame that requires multiple selections.

Select the appropriate information based on your product specifications.

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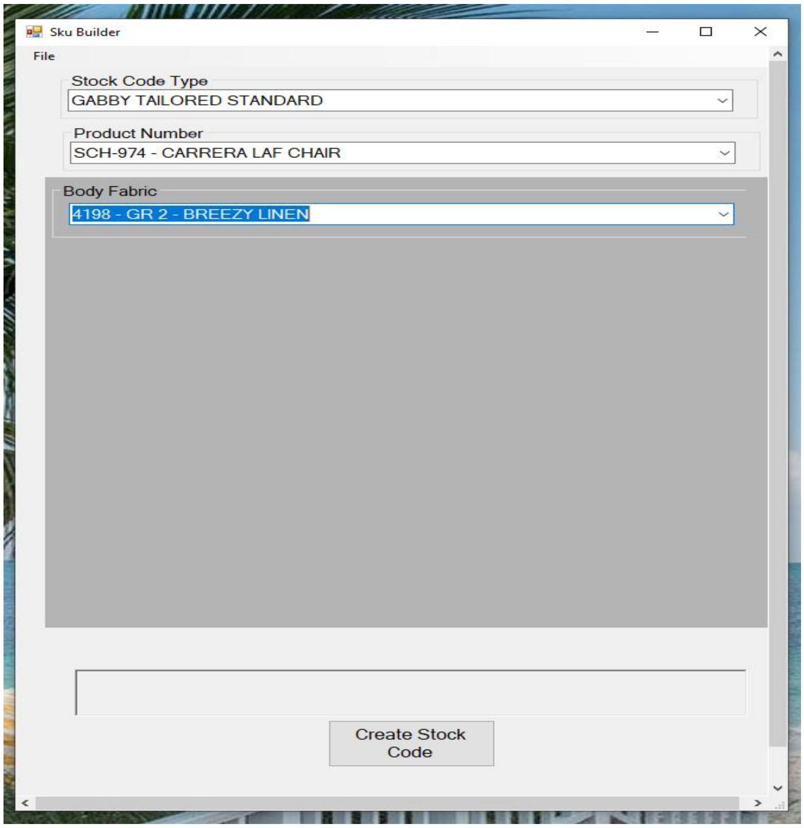
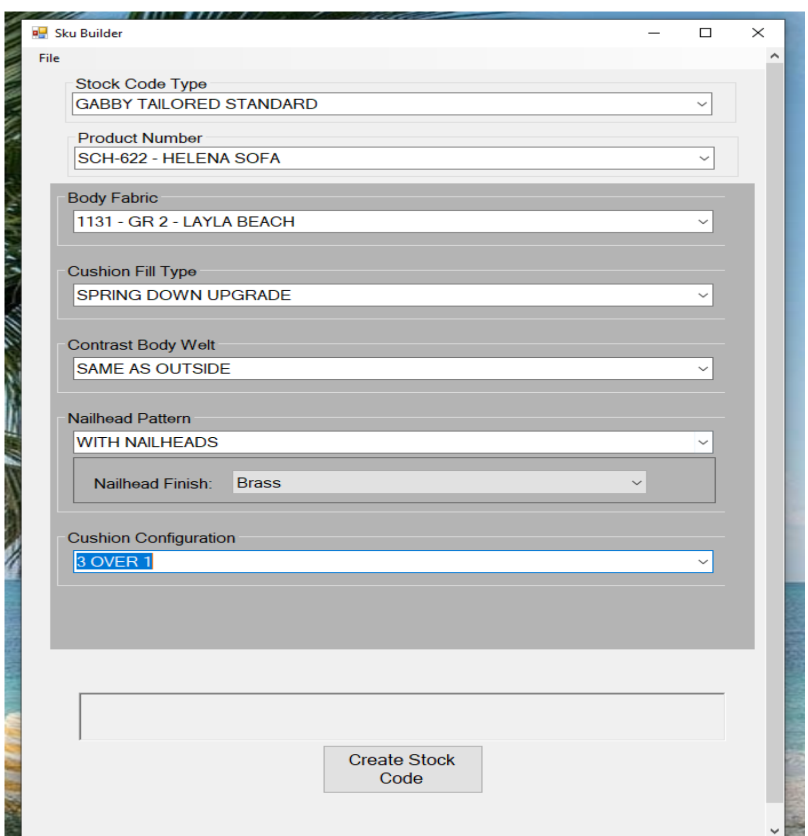
#1



#2



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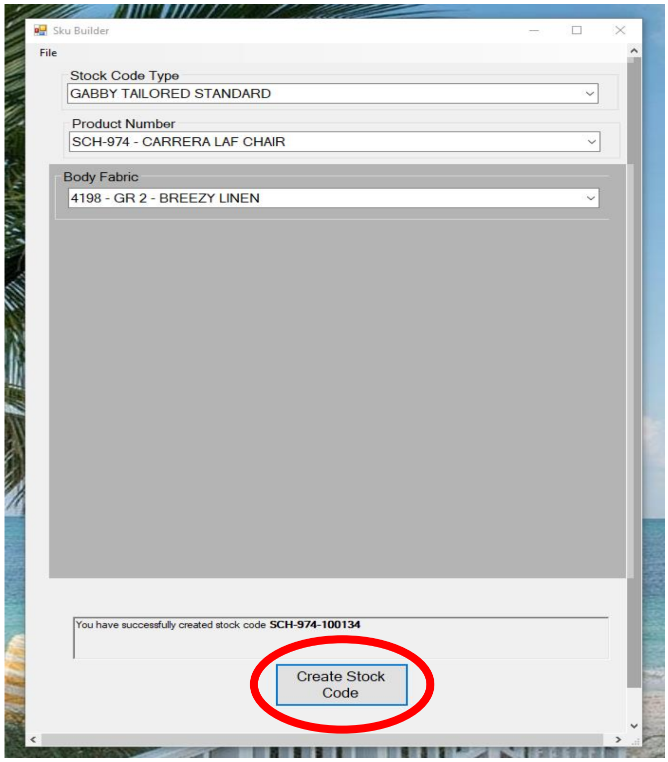
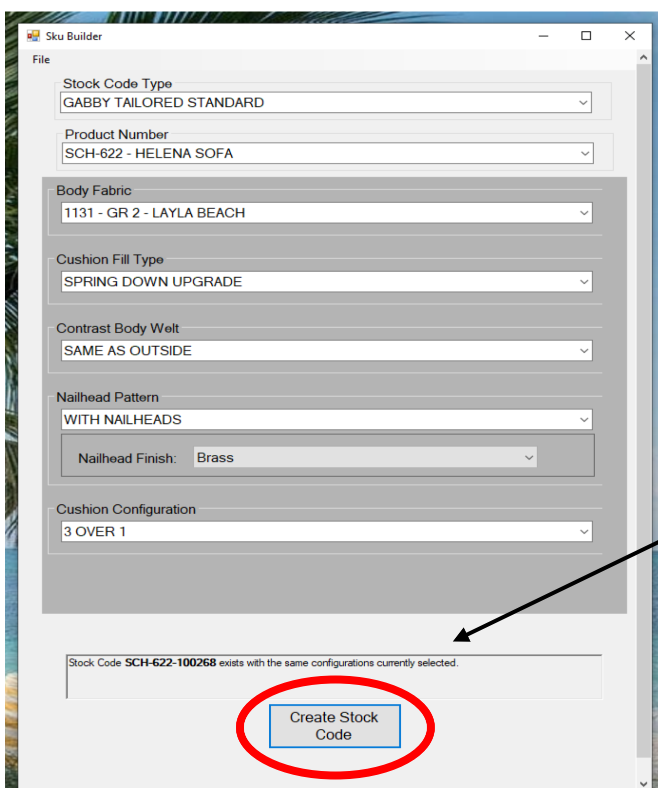
Once you have all of the fields filled out, click “Create Stock Code” to generate sku.





Please note that if the stock code already exists, you will receive the below message!

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WARRANTY

SUMMER CLASSICS HOME

Effective January 1, 2021

SUMMER CLASSICS HOME 2021 LIMITED WARRANTY

Summer Classics Home, LLC, ("Seller") provides to the original purchaser the following LIMITED WARRANTY that outdoor furniture products listed herein are free from defects in materials and workmanship. As a sole remedy for any breach of the LIMITED WARRANTY, Seller will repair or replace any product covered by this warranty. Seller reserves, in its sole discretion, the right to choose between replacing and repairing a product, depending on the nature of the problem. In the event that the product is no longer available (this includes discontinued finishes), Seller will provide a comparable replacement as soon as possible. If replacement piece is part of a complete set, only the defective product will be replaced with a comparable piece and not the entire set. During the first year after purchase, Seller will pay all freight costs associated with a warranty claim. During the second through fifth year after purchase, it is the responsibility of the purchaser to pay all freight costs. The warranty period of your product shall not be extended or renewed by the repair or replacement of, or compensation for the product. The duration of the LIMITED WARRANTY varies, depending on the product, as stated expressly below:

1. **N-dura™ resin wicker**

5 years from date of sale to the original purchaser on resin ultraviolet fading, but only as specified on attached matrix.

2. **Powder coat finishing and paint finishing**

3 years from date of sale to original purchaser on powder coated and painted areas of frame finish to be free from "significant oxidation." "Significant oxidation" is defined as an area greater than one-half inch by one inch and that reoccurs after recommended maintenance. (see Limited Ocean Warranty herein for limitations).

Chips are warranted to the original purchaser caused by a Seller's defect for a period of one (1) year from the date of purchase.

3. **Frame construction** (all products unless specifically notated otherwise)
10 years from date of sale to original purchaser on frame construction, but only as specified on attached matrix. Teak frames limited to 5 years from date of sale to original purchaser on frame construction as indicated on attached matrix.

4. **Component parts** (glides, bolts, wheels, Spring Pads etc.)

1 year from date of sale to original purchaser. Replacement parts are available for purchase after the warranty period expires.

5. **Wrought Iron and Stainless Steel**

3 years from date of sale to original purchaser, wrought iron and stainless-steel products are warranted to be free from "significant rust" (as defined herein). All wrought iron and stainless-steel products may exhibit small amounts of rust, which should be eliminated through original

purchaser's seasonal maintenance of the product, including use of a stainless-steel kit, a rust removal solvent with a synthetic abrasive scrubber and an acrylic clear coat scaler. "Significant rust" is rust covering an area greater than one inch by one-half inch that reoccurs after above required maintenance.

6. **Sling fabric**

1 year from date of sale to original purchaser. Replacement parts are available for purchase after the warranty period expires.

7. **ABS Accessories**

1 year from date of sale to original purchaser.

8. **Textiles (cushions, Sunbrella, non Sunbrella fabrics, sling and umbrella covers)**

1 year from the date of sale to the original purchaser. Do not remove cores from the cushion slip. Removing cores from the cushion slip will void the warranty. Seller recommends storing cushions inside when not in use. Cushions are not waterproof. To drain the water from cushions please unzip cushion then turn the cushion zipper side down and set on the frame or seat pan allowing the water to drain fully. For care and maintenance instructions see maintenance guidelines on Seller website, www.SummerClassicsHome.com. Machine drying a cushion slip (fabric) can result in shrinkage. Any alteration of cushion will void warranty.

9. **Table tops and Bases**

Only the tabletop and table base combinations found in the top and base compatibility chart are warranted. Faux, Resysta, and, Superstone are warranted to the original purchaser to be free from defects in materials and workmanship for three (3) years from the date of purchase, and all other table tops are warranted as set out in sections 1-13 according to their material. Annual maintenance is required to maintain the warranty for all faux tabletops. Care and Maintenance guidelines are available on Seller website, www.SummerClassicsHome.com.

10. **Motion Pieces**

1 year from the date sale to the original purchaser. This specific warranty does not include rockers with sleds, which are covered under their respective frame construction. Please note that there is a weight limit associated with the motion pieces of 300 pounds.

11. **Umbrella Frames and Bases**

From date of sale to original purchaser, please see below warranty information:

Concrete and marble umbrella bases: 1-year frame • 1-year finish
Cast aluminum umbrella base: 1-year frame • 1-year finish
Cast iron umbrella base: 1-year frame • no finish warranty
Umbrella frame: 1-year frame • 1-year finish

12. **SC Tailored**

3 years from the date of sale to the original purchaser on frame construction. For fabric warranty please refer to section 8 above.

13. Acrylic

1 year from the date of sale to the original purchaser, not including small bubbles and crazing which occur naturally in acrylic. Small bubbles and crazing do not affect the durability of the item. Scratching occurring due to normal and expected use of the product is not covered under this warranty

14. Furniture Covers

4 years from the date of sale to the original purchaser on material and construction.

15. Cast Stone

3 years from the date of sale to the original purchaser on material and construction

FURTHER DISCLAIMERS, EXCLUSIONS AND LIMITATIONS

DISCLAIMER OF WARRANTIES: THIS LIMITED WARRANTY IS IN LIEU OF ALL IMPLIED WARRANTIES. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. SELLER HEREBY EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE UNDER THE UNIFORM COMMERCIAL CODE OR ANY LIKE PROVISIONS. WITH RESPECT TO ANY ALLEGED BREACH OF THE WARRANTY HEREIN, SELLER FURTHER EXPRESSLY DISCLAIMS ANY LIABILITY FOR, WITHOUT LIMITATION, LOST PROFITS, DIMINUTION OF VALUE, LOST OPPORTUNITY, LOSS OF ROYALTIES, REPAIR OR REPLACEMENT COSTS, RENTALS, STORAGE, ATTORNEYS FEES AND THE LIKE, AND ANY OTHER DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Limited Ocean Warranty

Despite any longer warranty period expressly stated herein, the seller's warranties on the frame finish are limited to one (1) year from the date of original purchase on specified cast aluminum products on the matrix chart if the original purchaser places this product within five (5) miles of an ocean environment or salt water (whether indoors or outdoors), or around salt water pools or any enclosed pool, in pool shelves, and in zero entry pools.

Exclusion for Natural Aging

The 10 years frame construction stated herein does not include (1) natural wood characteristics including, without limitation, splitting, checking, graying, and the natural expansion/contraction of wood in the mortise and tenon joints which can look like joint separation but does not compromise the structural integrity of the item, and (2) natural Resysta material characteristics including, without limitation, natural fading or graying, and (3) natural Superstone and Faux stone characteristics including, without limitation, natural fading or yellowing.

Exclusion for Teak Oil Damage

Teak wood furniture is a natural material and is prized for its unique characteristics. Nicks, splits, cracks, knots and other imperfections in the wood are an inherent part of the furniture design. Finishes are hand applied and slight color variations are normal and expected. Teak components are sometimes uneven and can cup and bow more over time and checking (small cracks) and lifting of the grain can occur. These imperfections enrich teak furniture's rustic appeal and are not covered by this warranty. As the teak pieces acclimate to their new environment in your home, expansion and contraction of the wood will occur which can manifest as the mortise/tenon joints appear to open or split. This will reverse over time as the wood equalizes and will enhance the unique aged look of your teak product.

Teak contains oil naturally which can be red, yellow, brown, or green. Expect some of this oil to bleed out from the wood. Stains from teak oil are not covered under this Limited Warranty. In order to protect your cushions, bring them inside before the furniture gets wet. When not in use, store cushions separately from the frames. Once the furniture has begun to form a silver-gray patina where the cushions are placed on the frame, it is no longer necessary to bring the cushions indoors.

Other Exclusions

Seller is not responsible for any damage or change in the product resulting from (a) abuse or misuse of a product, (b) normal wear and tear, (c) shipping or transit, (d) normal wear including fading and stretching, (e) acts of God, (f) extreme climate conditions, (g) scratches from normal use are not covered, (h) use of a non-breathable cover such as a plastic tarp), (i) improper storage, (j) freezing, (k) mildew and algae, (l) glass breakage, (m) repairs other than by Seller, and (n) failure to perform recommended maintenance and cleaning.

In the event of a breach of the Limited Warranty:

A. Please call us to discuss your problem with a sales or customer service representative. If warranted, the representative will give you a return merchandise authorization ("RMA") number to expedite the processing of your warranty claim. No product may be returned without an RMA number. A customer service representative can be reached at (205) 358-9277. If the product to be returned is not shipped back to Seller within thirty (30) days of the replacement ship date, the RMA will become void, and credit will not be issued.

B. In order to obtain warranty service, the purchaser must include with the defective product proof of purchase in the form of a bill of sale or receipted invoice.

C. Proper packaging of goods to be returned is the sole responsibility of the Purchaser. Please return the warranted item in the original packaging or in packaging that provides comparable protection to the goods. Seller cannot be responsible for providing the purchaser with packaging materials. Send warranted products to the following address:

SUMMER CLASSICS

RETURNS DEPARTMENT

3140 PELHAM PARKWAY

PELHAM, AL 35124