



Monthly Focus

What: CUSMs (Customer Owned Merchandise) and Re-Slings

Why: At Leaders we take pride in the fact that we are able to service the products that we sell. Re-slinging furniture for our customers is an important and large part of doing exactly that.

When: When a customer has a piece of furniture that needs to be re-slung, whether or not they purchased it from Leaders or not, if it is made by a vendor that we currently or at one time were a distributor of, we will do our best to re-sling their furniture.

Who: All sales team members need to know the proper procedure in order to execute re-slinging furniture in order to provide our customers with the great service that they expect and deserve from Leaders.

FAQ?

- **CUSMs**

- This type of invoice is created when we take in a customer's product that is to be repaired, serviced or inspected at the DC.
- For more information please refer to the procedure here: <R:\Procedure Manual\2.0 General Store Procedure\2.52 CUSM.pdf>
 - We create this type of invoice by doing a sales entry and entering into FROG a CUSM-SPO



Create Special Order SKU Number			
Orig Sku	CUSM-SPO	Customer	
Vendor	CUSM-CUSTOMER OWNED GOODS	Category	
Enter Vendor's item number with no Vendor Code			
Double click for options			
VENDOR			
ITEM#			
FINISH			
FABRIC			

- We enter in the information as if it is a new item. This is for the warehouse to be able to identify the item.
 - The vendor, type of item or style number, frame color, and fabric need to be entered
- We do not enter in what is wrong with the item, or what needs to be done to it. We put this information in the memo box.
- We need to create a CUSM invoice whether or not the customer is bringing the product into the store to go back on the shuttle, or it is being picked up at their home.

- If the customer is bringing in their furniture to go back on the shuttle, each piece of furniture needs to have a copy of the CUSM invoice attached to it.
 - For example, if a customer is having 4 chairs and 2 chaises being sent back to the DC to be re-slung, you will need to print out 8 copies of the invoice.
 - 4 for each chair
 - 2 for each chaise
 - 1 for the customer to acknowledge that we are taking possession of their furniture
 - 1 for the store's records
- Transferring CUSM back to the DC
 - Since this is created at the store, the items are not serialized in the system. In order to transfer the items back, the CUSM invoice number has to be hand-written on the transfer paperwork that is going from the store to the DC on shuttle day.
 - The driver needs to sign off on this as well, acknowledging the item/s that are going back on the shuttle truck.

- **Re-Slinging Furniture:**

- Steps in re-slinging furniture:

- Identifying the furniture that needs the new sling:
 - If they purchased the product from us , we can look their order up in FROG
 - If the customer did not purchase the furniture from us, and do not have their original receipt identifying the product and manufacturer, we can try and identify the product by having the customer e-mailing us a picture.
 - Once we identify the item, we look up the sling model in each vendor's pricelist



- Have customer select fabric with vendor's swatch-book and price according to style needed and grade of fabric
 - Tropitone: <R:\POP Signs\Pricelist & Information\Tropitone\2015 16 Tropitone Replacement Cushion & Slings Pricelist.pdf>
 - If customer has a Tropitone free-sling certificate we need to check that it is eligible under the parameters of the program and is being done during the allowed time-frame.
 - The free sling program does not include the labor that we charge to put the slings on, the prices of which are detailed below.
 - This program allows the customer to select the same fabric grade that they purchased on their original order. If they select a higher grade, the up-charges are detailed here: <R:\POP Signs\Pricelist & Information\Tropitone\TROP Free Sling Upcharges.pdf>
 - Windward: <R:\POP Signs\Pricelist & Information\Windward\2015 16 Windward Pricelist.pdf>
 - The customer needs to pay at least a 50% deposit on the cost of the slings for the order to be placed.
 - Let the customer know the cost of re-slinging each piece of furniture.
 - \$15.00 per ottoman
 - \$25.00 per barstool, dining chair, or single seat item
 - \$50.00 per chaise, recliner, or double-glider

- The SKU for these begin with LEAD-RESLING, and select each one accordingly
 - The customer can choose to re-sling their furniture themselves. We will rent the tool that is needed in order to do this.
 - SKU in FROG for this is TROP-SLINSTOOL and it is a \$75.00 refundable deposit that the customer gets back once it is returned back to the store.
 - How-to replace a sling video from Tropitone's website:
<https://www.tropitone.com/outdoor-furniture/product-care/how-to-videos-replace>
- Slings generally take 4-6 weeks to come in. Once they arrive , notify the customer
 - If the customer is dropping off the item/s to be re-slung at the store ask them to bring the furniture in as close as possible to the day before the shuttle. Create CUSM invoice at this point if it has not already been done.
 - If the customer is having Leaders pick-up the furniture, create invoice in FROG using LEAD-PICKUP. The charge for this is \$99.00. This includes having the furniture being picked up as well as having it re-delivered once completed. **This needs to be on a separate invoice.**
 - You will have the items needed to be picked up on a separate invoice (CUSM) and you will link the 2 invoices together using the deliver with feature in FROG
- Whether the furniture is being dropped off at the store, or it is being picked up by Leaders, there is one final important step to be done:
 - E-mail the warehouse group to have the furniture re-slung. If you fail to do this, the slings **WILL NOT** be put on the furniture.
 - You will find this under the e-mail template titled "Resling Request"
 - Fill out the information accordingly.



Customer Account Number	
Customer Name	
CUSM- Invoice	
Sling Invoice	
Sales Person Name	

- If it is being picked back up at the store send the e-mail the day of the shuttle.
 - The furniture will return on the following weeks shuttle
- If you have scheduled a LEAD-PICKUP, send the e-mail the day you schedule it.
 - As a general rule of thumb, allow 1 week for the furniture to be re-delivered. If there is a need to have it done quicker, please contact the Warehouse Group and notify them and make sure that it can be done.
 - Enter in the re-delivery date requested on the e-mail template's subject heading.
- For further information please refer to the procedure: <R:\Procedure Manual\2.0 General Store Procedure\2.511 Resling.pdf>