

GILES CHEMICAL CORPORATION		
COMPANY PROCEDURE		
ALL COMPANIES – CSR LETTER OF INTRODUCTION AND REQUEST FOR SALES TAX EXEMPTION CERTIFICATE	Page : 1 of 1	Date : 11/22/05 Revision :
Author: Katherine C. Smith	ADM-PROC-CSR-INTRO	

Purpose: The purpose of the CSR Letter of Introduction is two fold: (1) serves as a professional approach to building rapport and encourages future communication between the CSR and the new Customer. (2) Uses the introduction opportunity to request the Sales Tax Exemption Certificate as required by state law.

Procedure: The Sales staff member will forward a price sheet and contact information to the appropriate CSR for each new customer. Upon receipt of the price sheet, the CSR will forward a letter to the appropriate Customer Contact. The CSR will flag their calendar for follow up after 21 days. If the Sales Tax Certificate has not been received the CSR will follow up with a request by telephone to their Customer Contact and calendar again if necessary. Upon receipt the Sales Tax Certificate will be filed in a binder at the CSR's work station. Binder will be marked reflecting its contents (i.e., GCC Sales Tax Exemption Certificates). Front Office CSR will maintain the GCC Certificate book. Both GCI CSR's will use the same binder maintained on the shelf at the Lead CSR's desk. Lead CSR will also maintain Certificate books for Giles of NY and Giles Manufacturing. ** If the Sales tax Exemption Certificate accompanies the price sheet a letter of introduction should be sent to the Customer contact (excluding mention of the Sales Tax Certificate) Cut and paste the following onto the appropriate letterhead:

(Insert Date)

(Insert Company Name)
(Attn: name)
(Address)

Re: Introduction and request for Sales Tax Exemption Certificate

Dear (Name)

It is my pleasure to introduce myself as your Giles Customer Service Representative. It is my personal mission as well as the mission of the company to offer you "*total customer satisfaction*".

I am in the process of setting up your Customer profile and am in need of your Sales Tax Exemption Certificate. Please forward this request to the appropriate person within your organization. The Certificate should be mailed or faxed to my attention at the address or fax number listed below.

My personal telephone extension is (##). If you have any questions regarding our Company or the products and services we offer, please feel free to contact me at any time.

Sincerely,

(CSR Name)
Customer Service Representative
Giles Chemical Corporation

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TRAINING DOCUMENTATION

	EMPLOYEE	TITLE	SIGNATURE	DATE
1		CSR Team Leader		
2		CSR		
3		CSR		
4		AP/AR Associate		
5		Tech Support		
6		Controller		
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