

GILES CHEMICAL CORPORATION			
COMPANY PROCEDURE			
All Companies CSR CUSTOMER ORDER LOG		Page : 1 of 1	Date : 08/29/06 Revision :
Author:	Katherine C. Smith Administrative – Customer Service		

Admin-CSR-01

Purpose: The Customer Order Log will be used by the CSR's to track all orders. Other personnel may use the log to aid in production scheduling, order status and inventory location, etc.

Procedure: GCC (main plant) Customer order log (COL) is located in excel at O:\Production Schedules\New 2006 GCC COL. All other Customer Order Logs are located in Excel on the Shared Public S Drive, Administrative, CSR, COL, choose current year COL, then choose appropriate company or location. Each Giles location has its own Customer Order Log – **Make sure you choose the correct Customer Order Log – Always remember after entering info on the COL you must SAVE changes.** Immediately upon receipt of an order the CSR will review the Customer Order Log to ensure that the date requested is feasible. The CSR must immediately obligate a line on the Customer Order Log for the customer's shipment. Data Entry Assoc. should update the COL for each load that ships daily – including Customers who require monthly billings. Order should be entered under the "**Ship Date**" this is the **DATE THE ORDER SHOULD BE READY TO LEAVE OUR DOCK.** Do not round weights, use exact amounts. Enter the information as follows:

	GCC, GNY, GMF	REPACK	GCI
PRODUCT	Item # for product	Item # for product	Total weight in pounds for bulk and rail loads or total # of bags shipped and bag size
TONS	Tons	Cases	Tons
CUSTOMER	Name and ship to city	Name and ship to city	Name and ship to city
BOL	Bill of Lading #	Bill of Lading #	Bill of Lading #
PO	Customer PO#	Customer PO#	NA
GILES PO	NA	NA	Giles PO# to supplier
R C	NA	NA	Rail Car #
Shipped (S)	Enter numeric day	Enter numeric day	**see GCI/Saltex below
Invoiced (I)	Enter (x) when invoiced	Enter (x) when invoiced	Enter (x) when invoiced

If an order **CANCELS** the order should NOT BE REMOVED from the log. Remove quantity under tons and enter 0.00. Place a **red C** in the Produced, Shipped and Invoiced columns.

GCC, GNY, GMF and Repack (GNY AND GMF do not have a production scheduler – CSR updates COL)

- Production Scheduler places an **X** in the "**Produced**" column when production has been completed. The production order is marked as completed and returned to the responsible CSR daily. *Repack production orders will be returned with the Bill of Lading when the product ships.
- When the product ships, the Production Scheduler will place the numeric date (day only - 1, 23 30 etc., it is not necessary to enter the month or the year) in the "**Shipped**" column. **Do not move the order to the actual ship date.**
- Responsible CSR or Data Entry Associate will place an **X** in the "**Invoiced**" column when the order has been invoiced

**** GCI/SALTEX:** Once the order ships, **all orders must be moved to the actual ship date. Do not "cut copy and paste"**. Hi-light the information, copy and paste on the correct shipped date (mark an x in the Shipped column EXCEPT ICP and Dri Rite – **you must place an R for RSR material, an H for Huber or an E for East Penn material in the shipped column**), then go back to the original date, hi-light info and delete. ****Remember to update the COL as the load ships for monthly billings. ****

****When orders are entered or updates have been made to the Customer Order Log, the Responsible party will close the file, a box will pop up asking "Do you want to save the changes you made", **you must click on "yes" in order for your order or update to your order to be saved.**

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All Companies CSR CUSTOMER ORDER LOG

Page : 2 of 1

Date : 08/29/06
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Admin-CSR-01

TRAINING DOCUMENTATION

	EMPLOYEE	TITLE	SIGNATURE	DATE
1		CSR Team Leader		
2		CSR		
3		CSR		
4		Data Entry /CSR		
5		AP/AR Clerk		
6		Tech Support		
7		Controller		
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GILES CHEMICAL CORPORATION		
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All Companies CSR CUSTOMER ORDER LOG	Page : 3 of 1	Date : 08/29/06 Revision :
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Admin-CSR-01

REVISION HISTORY

<u>Revision Date</u>	<u>Revision Number</u>	<u>Revision Description</u>
11/14/05	00	New Document
10/09/06	01	Updated Document