

<b>GILES CHEMICAL CORPORATION</b>		
<b>COMPANY PROCEDURE</b>		
GCI – Huber Exception Report (Excel Spreadsheet)	Page : 1 of 1	Date : 6/05/06 Revision :
Author: Katherine C. Smith	ADM-PROC-CSR-HUBEREX	

**Purpose:** Giles CSR will document problems associated with JM Huber loads. Any time, throughout the process of placing orders with and shipment of loads originating at JM Huber, that a problem arises the problem will be documented on the Huber Exception Report (excel spreadsheet located on the L drive).

**Procedure:**

**HUBER EXCEPTION REPORT**

1. Any time there is a problem with any J M Huber load; make a note of the problem on the front of the order form. Information should include the nature of the problems, who's involved, and how the issue was resolved.
2. After invoicing go through each Huber invoice and check to see if a problem has occurred.
3. If so, go to the Huber exception report on desktop – L drive Huber Exception Report.
4. Under Error key there is a list of errors that may occur pick one and enter that number (if no errors are listed that you need then select "other")
5. Enter the date the problem occurred.
6. Enter Giles PO#.
7. Enter supplier location - either Havre de Grace or Etowah.
8. Enter a brief description of the problem that occurred.
9. Then enter any comments that you have about the situation or who helped you with it and if/how the problem was resolved.

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**TRAINING DOCUMENTATION**

	EMPLOYEE	TITLE	SIGNATURE	DATE
1	Debbie Souderes	CSR Team Leader		
2	Joni West	CSR		
3	Jillian Dyer	CSR		
4	Julia Green	AP/AR Clerk		
5	Dean Castaldo	Tech Support		
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