

## **CURRENT PROCESS DOCUMENTATION**

**PLEASE PROVIDE EXAMPLES OF:**

1. Carbon Copy Papers

- Photo of typical alteration order form

INVOICE FACTURE		<p><b>Hatte</b> BOUTIQUE &amp; COUTURE</p> <p>(819) 717-1424 info@hattecouture.ca 1278 rue de Sainte-Croix Mont-Tremblant, QC J0E 3J0 TPS/TVA: 716411285 RT0001</p> <p style="text-align: right;"><b>122857</b></p> <p style="text-align: right;">DATE TAX REG. NO. N° DE TAXE <b>17 sept</b></p>																																																
STAPLES 510		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>SOLD TO VENDEUR A</td> <td>SHIP TO EXPEDIER A</td> </tr> <tr> <td>ADDRESS ADRESSE</td> <td>ADDRESS ADRESSE</td> </tr> <tr> <td colspan="2"><i>Amin telephone.</i></td> </tr> <tr> <td colspan="2"></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>QUANTITY QUANTITE</th> <th>DESCRIPTION</th> <th>PRICE PRIX</th> <th>UNIT UNITE</th> <th>AMOUNT MONTANT</th> </tr> <tr> <td></td> <td>Manteau Piece ± 45\$</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Bard pantalon</td> <td></td> <td></td> <td>20 00</td> </tr> <tr> <td></td> <td>chemise ± 65\$</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>@ evaluer</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="2"></td> <td>TVH/HST TPS/GST PST/ITV</td> <td></td> <td></td> </tr> <tr> <td colspan="2"></td> <td>TOTAL</td> <td></td> <td></td> </tr> </table>						SOLD TO VENDEUR A	SHIP TO EXPEDIER A	ADDRESS ADRESSE	ADDRESS ADRESSE	<i>Amin telephone.</i>				QUANTITY QUANTITE	DESCRIPTION	PRICE PRIX	UNIT UNITE	AMOUNT MONTANT		Manteau Piece ± 45\$					Bard pantalon			20 00		chemise ± 65\$					@ evaluer						TVH/HST TPS/GST PST/ITV					TOTAL		
SOLD TO VENDEUR A	SHIP TO EXPEDIER A																																																	
ADDRESS ADRESSE	ADDRESS ADRESSE																																																	
<i>Amin telephone.</i>																																																		
QUANTITY QUANTITE	DESCRIPTION	PRICE PRIX	UNIT UNITE	AMOUNT MONTANT																																														
	Manteau Piece ± 45\$																																																	
	Bard pantalon			20 00																																														
	chemise ± 65\$																																																	
	@ evaluer																																																	
		TVH/HST TPS/GST PST/ITV																																																
		TOTAL																																																
INVOICE FACTURE		<p><b>Hatte</b> BOUTIQUE &amp; COUTURE</p> <p>(819) 717-1424 info@hattecouture.ca 1278 rue de Sainte-Croix Mont-Tremblant, QC J0E 3J0 TPS/TVA: 716411285 RT0001</p> <p style="text-align: right;"><b>122857</b></p> <p style="text-align: right;">DATE TAX REG. NO. N° DE TAXE <b>17 sept</b></p>																																																
STAPLES 510		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>SOLD TO VENDEUR A</td> <td>SHIP TO EXPEDIER A</td> </tr> <tr> <td>ADDRESS ADRESSE</td> <td>ADDRESS ADRESSE</td> </tr> <tr> <td colspan="2"><i>Amin telephone.</i></td> </tr> <tr> <td colspan="2"></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>QUANTITY QUANTITE</th> <th>DESCRIPTION</th> <th>PRICE PRIX</th> <th>UNIT UNITE</th> <th>AMOUNT MONTANT</th> </tr> <tr> <td></td> <td>Manteau Piece ± 45\$</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Bard pantalon</td> <td></td> <td></td> <td>20 00</td> </tr> <tr> <td></td> <td>chemise ± 65\$</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>@ evaluer</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="2"></td> <td>TVH/HST TPS/GST PST/ITV</td> <td></td> <td></td> </tr> <tr> <td colspan="2"></td> <td>TOTAL</td> <td></td> <td></td> </tr> </table>						SOLD TO VENDEUR A	SHIP TO EXPEDIER A	ADDRESS ADRESSE	ADDRESS ADRESSE	<i>Amin telephone.</i>				QUANTITY QUANTITE	DESCRIPTION	PRICE PRIX	UNIT UNITE	AMOUNT MONTANT		Manteau Piece ± 45\$					Bard pantalon			20 00		chemise ± 65\$					@ evaluer						TVH/HST TPS/GST PST/ITV					TOTAL		
SOLD TO VENDEUR A	SHIP TO EXPEDIER A																																																	
ADDRESS ADRESSE	ADDRESS ADRESSE																																																	
<i>Amin telephone.</i>																																																		
QUANTITY QUANTITE	DESCRIPTION	PRICE PRIX	UNIT UNITE	AMOUNT MONTANT																																														
	Manteau Piece ± 45\$																																																	
	Bard pantalon			20 00																																														
	chemise ± 65\$																																																	
	@ evaluer																																																	
		TVH/HST TPS/GST PST/ITV																																																
		TOTAL																																																
INVOICE FACTURE		<p><b>Hatte</b> BOUTIQUE &amp; COUTURE</p> <p>(819) 717-1424 info@hattecouture.ca 1278 rue de Sainte-Croix Mont-Tremblant, QC J0E 3J0 TPS/TVA: 716411285 RT0001</p> <p style="text-align: right;"><b>122857</b></p> <p style="text-align: right;">DATE TAX REG. NO. N° DE TAXE <b>17 sept</b></p>																																																
STAPLES 510		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>SOLD TO VENDEUR A</td> <td>SHIP TO EXPEDIER A</td> </tr> <tr> <td>ADDRESS ADRESSE</td> <td>ADDRESS ADRESSE</td> </tr> <tr> <td colspan="2"><i>Amin telephone.</i></td> </tr> <tr> <td colspan="2"></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>QUANTITY QUANTITE</th> <th>DESCRIPTION</th> <th>PRICE PRIX</th> <th>UNIT UNITE</th> <th>AMOUNT MONTANT</th> </tr> <tr> <td></td> <td>Manteau Piece ± 45\$</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Bard pantalon</td> <td></td> <td></td> <td>20 00</td> </tr> <tr> <td></td> <td>chemise ± 65\$</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>@ evaluer</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="2"></td> <td>TVH/HST TPS/GST PST/ITV</td> <td></td> <td></td> </tr> <tr> <td colspan="2"></td> <td>TOTAL</td> <td></td> <td></td> </tr> </table>						SOLD TO VENDEUR A	SHIP TO EXPEDIER A	ADDRESS ADRESSE	ADDRESS ADRESSE	<i>Amin telephone.</i>				QUANTITY QUANTITE	DESCRIPTION	PRICE PRIX	UNIT UNITE	AMOUNT MONTANT		Manteau Piece ± 45\$					Bard pantalon			20 00		chemise ± 65\$					@ evaluer						TVH/HST TPS/GST PST/ITV					TOTAL		
SOLD TO VENDEUR A	SHIP TO EXPEDIER A																																																	
ADDRESS ADRESSE	ADDRESS ADRESSE																																																	
<i>Amin telephone.</i>																																																		
QUANTITY QUANTITE	DESCRIPTION	PRICE PRIX	UNIT UNITE	AMOUNT MONTANT																																														
	Manteau Piece ± 45\$																																																	
	Bard pantalon			20 00																																														
	chemise ± 65\$																																																	
	@ evaluer																																																	
		TVH/HST TPS/GST PST/ITV																																																
		TOTAL																																																

- Photo of measurement sheet (they dont take measurement in note they just pine point the spot to cut and thats it)

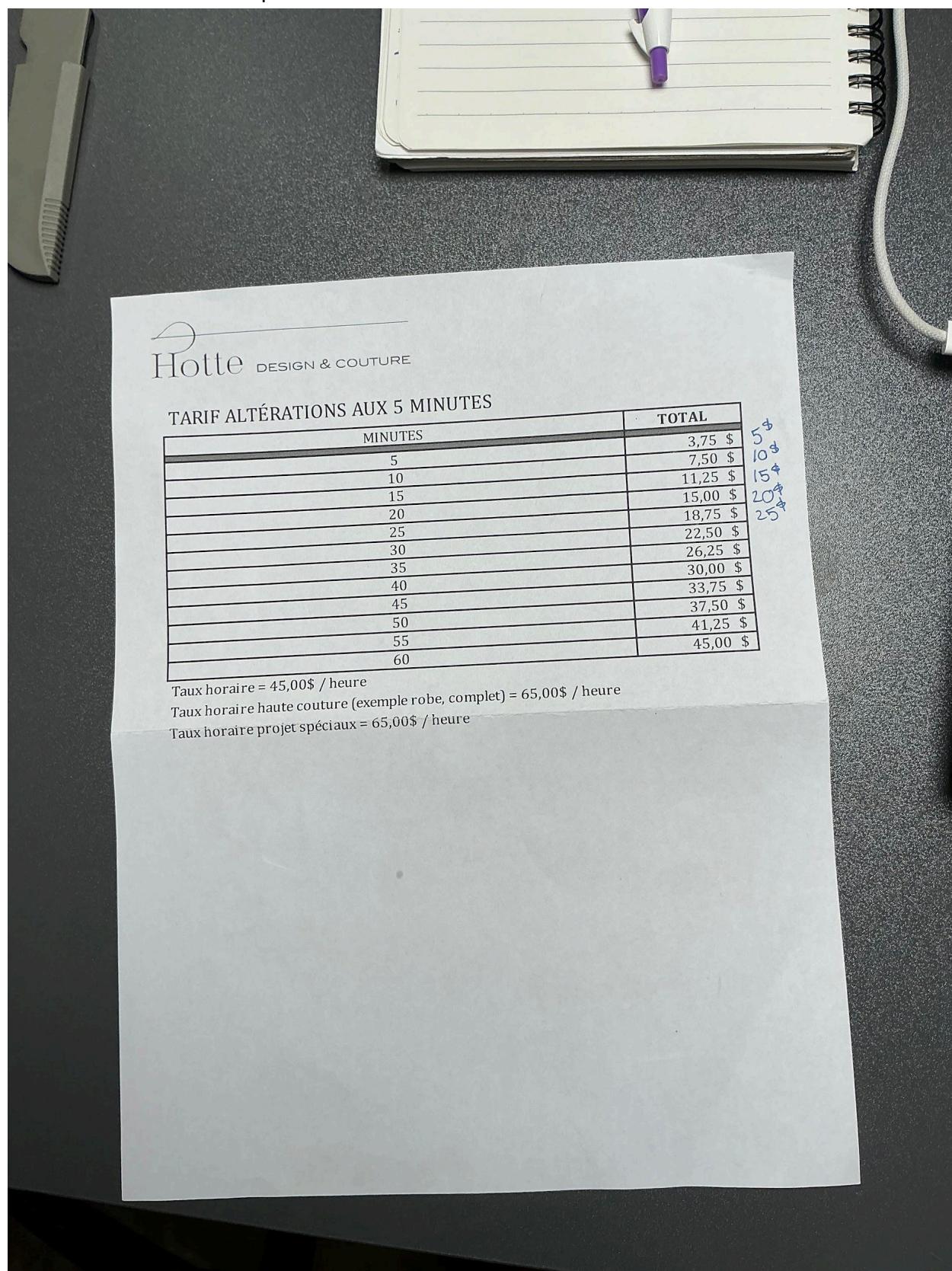
- Photo of "pink paper" customer receipt

122857

INVOICE FACTURE					
<i>Hôtel</i> HOTEL & CAFE					
(619) 717-1424 1278 rue de Saint-Joële Montreal, QC H2E 3J9 TVO 122622778 TPS/HST 7164 1285 R10001					
DATE: 17 Sept TAX REGISTRATION NUMBER:					
SHIPPING ADDRESS: Amiria Telephone:					
CUST. ORDER NO.: COMMANDS DU CLIENT: VENDU PAR:					
QUANTITY QUANTITE:					
DESCRIPTION					
TERMS CONDITIONS: FOB VIA					
PRICE UNIT PRICE UNIT AMOUNT PRUX UNITE MONTANT					
TVA/HST TVA/HST PST/QST TOTAL					
Bard Pantalon 20.00					

## 2. Pricing Structure

- List of standard alteration prices



**Hotte DESIGN & COUTURE**

**TARIF ALTÉRATIONS AUX 5 MINUTES**

MINUTES	TOTAL
5	3,75 \$
10	7,50 \$
15	11,25 \$
20	15,00 \$
25	18,75 \$
30	22,50 \$
35	26,25 \$
40	30,00 \$
45	33,75 \$
50	37,50 \$
55	41,25 \$
60	45,00 \$

Taux horaire = 45,00\$ / heure  
 Taux horaire haute couture (exemple robe, complet) = 65,00\$ / heure  
 Taux horaire projet spéciaux = 65,00\$ / heure

5 \$  
 10 \$  
 15 \$  
 20 \$  
 25 \$

- How you currently calculate custom work (excel sheet that i will share plus a video loom i have doc email she sent me)
- Any rush order pricing( express = 30\$ anytime simple one– big work 60\$ over all)

### 3. Common Alterations

- Top 10 most frequent services (doc sent via email)
- Typical turnaround times (20-30 min per piece)
- Special handling requirements ( evaluation depending on if solange is here or not , take an appointment directly with the owner on the form if shes not there )

## WORKFLOW QUESTIONS

### Intake Process

Q: When a customer arrives with multiple garments, do you create separate orders or one combined order?

Your answer: all in one order together connected with a elastic rubber

Q: How do you currently handle rush orders?

Your answer: we put a red rubban around the clothes

Q: What information MUST be captured for every order?

Your answer: name,email,phone,better text or email, law25 for newsletter

### Measurement Handling

Q: Do you keep measurement profiles by garment type or by customer?

Your answer: we dont keep measurement profiles for customers for alteration but for custom design we keep it on the invoice

Q: How detailed do measurements need to be?

Your answer: for alteration we take it on the client only with a pin but for custom design its very

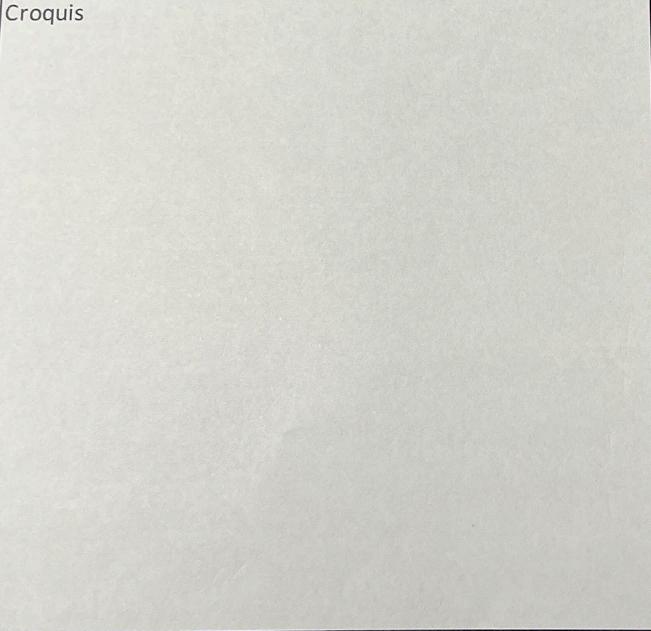
important we put it on the estimate and we put it on the submission form this one :

**WISI**

**Hotte**  
DESIGN D'INTÉRIEUR & COUTURE

Date:

### FORMULAIRE DE SOUMISSION

Coordonnées du client																															
Nom: _____																															
Téléphone: _____																															
email: _____																															
Type de Produit:																															
<p>Croquis</p> 	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2"><b>BANQUETTE</b></td> </tr> <tr> <td>INT. / EXT.</td> <td>_____</td> </tr> <tr> <td>PIPING</td> <td>_____</td> </tr> <tr> <td>MOTIF / UNI</td> <td>_____</td> </tr> <tr> <td colspan="2">FOAMS:</td> </tr> <tr> <td colspan="2">TYPE:</td> </tr> <tr> <td colspan="2"><b>RIDEAUX</b></td> </tr> <tr> <td colspan="2">TYPE DE PLIS:</td> </tr> <tr> <td colspan="2">DOUBLÉ:</td> </tr> <tr> <td colspan="2">MOTIF / UNI</td> </tr> <tr> <td colspan="2">RAILS:</td> </tr> <tr> <td colspan="2">TYPE:</td> </tr> <tr> <td colspan="2">COULEUR</td> </tr> <tr> <td colspan="2">OUVERTURE</td> </tr> <tr> <td colspan="2">PLAFOND/MUR:</td> </tr> </table>	<b>BANQUETTE</b>		INT. / EXT.	_____	PIPING	_____	MOTIF / UNI	_____	FOAMS:		TYPE:		<b>RIDEAUX</b>		TYPE DE PLIS:		DOUBLÉ:		MOTIF / UNI		RAILS:		TYPE:		COULEUR		OUVERTURE		PLAFOND/MUR:	
<b>BANQUETTE</b>																															
INT. / EXT.	_____																														
PIPING	_____																														
MOTIF / UNI	_____																														
FOAMS:																															
TYPE:																															
<b>RIDEAUX</b>																															
TYPE DE PLIS:																															
DOUBLÉ:																															
MOTIF / UNI																															
RAILS:																															
TYPE:																															
COULEUR																															
OUVERTURE																															
PLAFOND/MUR:																															
TISSUS #1 - CIE	Modèle/Couleur:	Largeur:																													
TISSUS #2 - CIE	Modèle/Couleur:	Largeur:																													
TISSUS #3 - CIE	Modèle/Couleur:	Largeur:																													
TISSUS #4 - CIE	Modèle/Couleur:	Largeur:																													

