**Training Manual for Front Desk**

**Of Pallet Recyclers**

**Index:** A1 --- Introduction and explanation of use of this manual

A2 --- Guide of how to easily use manual

B --- Day to day work

B1 --- Receiving a PO

B1a -- Walk-in Customers

B1a.1 – Know What They Want

B1a.2 – Don’t Know What They Want

B1a.3 – Need Them for a Project

B1b -- PO’s Received by Email

B1c -- PO’s Received by Phone

B1c.1 -- Phone Calls From General Population

B2 --- Writing up Orders

B3 --- Creating Invoices

B3a -- Customer Job

B3b -- Inputting PO Numbers

B3c -- Inputting Items

B3d -- Quantity and Back Order

B3d.1 -- Quantity Sending is More than Remaining

B3e -- Printing the Invoice

B3f -- Printing the Packing Slips

B3g -- Prepping for Driver

B3g.1 -- Multiple Invoices

B4 --- Signed Packing Slip

B5 --- Sending Invoices

B6 --- Pallet Sellers

B6a -- Petty Cash Entry

B6b -- White Slips

B7 --- Writing Checks

B8 --- Receiving Packing Slips

B9 --- Receiving Invoices

B9a -- Jamie Handing you an Invoice

Section A1: Introduction

The purpose of this guide is to be a resource for anyone who is working at the front desk of pallet recyclers. This guide can also be used as a teaching tool for any new employees that will be working at the front desk. This guide is not meant to be used as a step by step instruction manual for day to day work and should be used more as a resource.

Section A2: Ease of Use

This guide is written in a way so that a person on the computer can quickly find any section that is related to the topic that they have a question on. To quickly and easily find the section that you are looking for you can press ctrl + F. That keyboard shortcut will bring up a search bar in the document. In this search bar you will type in the section code such as A1 for the introduction section. After you input the section code that is related to your topic you will click find next until you reach that section. If you are unsure of a topics section code then refer to the index at the beginning of this document.

Section B: Day to Day Work

In this section you will find the information and steps on what is normally preformed on a day to day basis of the front desk. Creating invoices and packing slips is covered in this section along with what to do when you receive a PO, as well as what to do when you receive an invoice.

Section B1: Receiving a PO

There are three ways that you can receive a PO, the first is someone walks in through the door and asks to purchase pallets. Secondly someone can send you an Email with a PO attached. Lastly you can receive a phone call from a customer who is placing an order. All of these PO’s are treated with equal importance and one is not better than the other. PO numbers are one of the most important things for orders and should be included on invoices for customers.

Section B1a: Walk-in Customers

When a customer walks in and would like to purchase pallets you first ask them if they know of what size pallet and how many of them they would like to purchase.

Section B1a.1: Know What They Want

If they know the size and the quantity then ask if they are with a company or if the purchase from here often. If the answer to either of those questions is yes then when creating the invoice see if their name is in the customer jobs list (see Section for instructions on the invoice). If their name or company name does not appear then ask if they will continue to be purchasing frequently and would like to be added (see Section for adding a new customer), if not then put them in as Cash – Credit for the customer job.

Section B1a.2: Don’t Know What They Want

If they do not know the size or quantity of the pallets they want, ask them if they need it for shipping or want it for a project. If the customer needs the pallets for shipping then ask them if it needs to be heat treated. Tell them about our recycled pallets #1 and #2’s along with the price of each and if they need to be heat treated tell them those prices which are more expensive. If they want a non-standard size pallet ask Ben or Telly if there is any of that size or a pallet similar to it. You can also refer them to Jamie if he is in the office and have him show them what pallets that are out in the yard.

Section B1a.3: Need Them for a Project

If a customer comes in and wants to use pallets for a project then ask them if they know the size of pallets they need. If they do the size of pallet they need then see if the pallets are standard size or similar and if they are refer them to our recycled pallet options (#1 & #2). If it is not a standard size then either ask Ben or Telly if there are any that are similar to the size they want. If there are not any similar pallets out in the yard then tell the customer about the assorted pallets around the office that people have liked to use for other projects, or if Jamie is in the office then you can ask him if he wants to show them the selection of pallets out in the yard.

Section B1b: PO’s Received by Email

Email should be checked regularly; if a new email has been received then a small email looking icon will appear in the bottom right hand corner that means that you should check it. You will then open the email and print out any attached PO’s that are with the email. On the printed out piece of paper highlight the PO number that will usually be in the top right corner of the paper. Then highlight the date that the PO was sent along with the date that they would like to receive their order. After you have highlighted all of that open up the Daily Work spreadsheet. On Sheet1 put that new order with all the information that you have that is required on the spreadsheet, some of this should be what you highlighted. After you put all of the information on the spreadsheet make sure to write up the PO for Ben out in the yard (see Section B2 for writing up orders), put the write up in the black tray on the desk in Jamie’s office. Make sure to email them back and tell them that you have received their PO.

Section B1c: PO’s Received by Phone

Make sure to write down the company or person that is making the order. Write down the quantity and the size of pallets they want. Ask them if they have a PO number that goes with the order. Ask when they need or want their order by. Make sure after taking the phone call to input the information on Sheet1 of the Daily Work spreadsheet file. After putting it on the spreadsheet write it up for Ben out in the yard (see Section B2 for writing up orders), put the write up in the black tray on the desk in Jamie’s office.

Section B1c.1: Phone Calls From General Population

Ask them if they need it for shipping or if they need it for a project. If they need it for shipping then ask them if they are shipping across the border. If they are shipping across the border or are unsure of what you are asking then ask them if they need the pallets heat treated. Tell them the prices of the pallets that they want. If someone calls and would like to use them for a project ask them if they know the size of pallet they need. If it is not a standard size or similar then tell them about the assorted pallets that we have around the office, tell them the range of prices if they ask how much they are.

Section B2: Writing up Orders

When you receive a PO that means that you know about it in the office but the people out in the yard do not know about this new order. After inputting all of the value into the spreadsheet take a blank white piece of paper from the printer tray and write down the company name at the top, the date that you received the PO in the top left, if they have a date they would like it by put that on the upper right hand corner. Then put the quantity and size of each pallet that they ordered.

Section B3: Creating Invoices

Either at the beginning of each day or at the end of the day Ben or Telly should tell you what is going out for delivery this means that you have to write up an invoice and packing slips for the deliveries. You will go to QuickBooks and click the open file that has the blue edging. On the home screen click on the icon that says create invoices.

Section B3a: Customer Job

Once that new window opens in QuickBooks click into the customer job input area, type the name of the customer and watch to see if it appears in the drop down list. Make sure that the date is correct on the invoice.

Section B3b: Inputting PO Numbers

After filling out the customer job input area click on the Daily Work spreadsheet file, on that file make sure you are on Sheet1 and then find the orders that are from that company. Check which items from their orders are being delivered; check to see if all the PO’s are the same for that customer. If they are the same PO then copy that PO from the spreadsheet and go back to QuickBooks and in the input box for PO paste the number from the spreadsheet.

Section B3c: Inputting Items

After making sure that the PO (if there is any) is inputted on QuickBooks start inputting the size of the pallets into the item input box. If they appear in the drop down list either click on it or if it is highlighted press TAB. If it does not appear in the list type custom pallet and in the description input column type the size of the pallet and any other detail that go with the pallet such as if it is heat treated then find the selling price of the item on the Daily Work spreadsheet. If it is not on the spreadsheet ask Jamie for how much he wants to charge for them. If the pallet is from the ones around the office input misc. pallet in the item input box and use the rate that Jamie has told you that those pallets are being sold at. If we are delivering to a smaller customer who does not order very many pallets and their current order is less than 50 pallets add a delivery charge to the invoice in the item input box.

Section B3d: Quantity and Back Order

Ben or Telly should have told you the amount of each item that they are loading on to the truck or they will just say the whole order. Either input the amount they told you or look up how many pallets are on that order by looking at the Daily Work spreadsheet. When you find the order on the spreadsheet make sure that we are not shipping out more than what is left on their order (see Section B3d.1 if the quantity is more). In the quantity input box put the amount that they are loading on to the truck along with that same number in the shipped input box. Then go back to the spreadsheet and add the amount that is being shipped to the amount that has been already been shipped and the quantity left will automatically calculate after changing the quantity shipped. Take the number of from quantity left column and put that as the back order on the invoice.

Section B3d.1: Quantity Sending is More than Remaining

If the shipping amount is more than what is left on the PO (make sure that it is not listed on the spreadsheet weekly and they do have more on that PO) tell Jamie and have him tell Ben or Telly or you will tell them. It will then be decided what will be done with that order.

Section B3e: Printing the Invoice

Check to make sure all of the information is correct and matches what is being shipped out. Make sure to check the terms of the customer, if it says credit card payment check to see if we have it on file or if we need to call them for credit card info (see Section for credit card payments), if it say Due on Receipt that means that the driver should be getting a check from most of the customers that have those payment terms. If the customer is a net 30 or net 45 then print out one invoice by clicking the print button in the area above Customer Job input box. If the terms are Due on Receipt or credit card payment then print out two invoices.

Section B3f: Printing the Packing Slips

For any customer who is a net 30 or net 45 two packing must be printed. Go to the same print button but click on the small black arrow that will drop down a menu where you will select the packing slip option, make sure to print two.

Section B3g: Prepping for Driver

After printing out the invoice and packing slips hole punch all of them at the same time. Take the invoice and put it in the left section of the gray metal tray to the left of the computer. Paper clip the two packing slips together and put them in the black tray on the counter upside down.

Section B3g.1: Multiple Invoices

If there was multiple invoices that were printed then check on the terms of payment. If the terms are Due on Receipt then attach a note to the invoices that says “Check” so the driver knows that he will be getting a check when he delivers. If the terms say Credit Card Payment then check if we have their card on file (the small piece of paper that is clipped in the small desk calendar). If we have their card on file run it before the delivery goes out (see Section for credit cards) and print out two receipts one for the customer and one that will come back signed, attach one to each invoice. Put all the paper work in the black tray on the counter upside down.

Section B4: Signed Packing Slip

The Driver will hand you a signed packing slip when he returns from a delivery. Take this packing slip and find the matching invoice that is in the left side of the grey metal tray. Paper clip them together and put them on the left side of the computer.

Section B5: Sending Invoices

At the beginning of every day check the stack of papers on the left side of the computer. If there is any, sort them in descending order and put them in front of the computer. Go to create invoices from the home window. Click the find button in the upper left hand corner and input the invoice number and click find or hit the ENTER key. Make sure that the invoice on the computer matches the invoice in front of you. Click the email later check box near the print button. After that hit the back button above the find button and check to see if you have that invoice in front of you in the stack and then do the same to that one. Continue doing this until all the invoices in the stack in front of you are all clicked email later. Exit out of the create invoice window and click the file tab at the top of QuickBooks and go down to send forms. Check to see if any of the invoices are being sent to the same company. If there are any then uncheck the higher number invoice so that only one is being sent to each company. Repeat this process until all the invoices have been sent to companies.

Section B6: Pallet Sellers

A pallet seller will walk in and bring you a yellow piece of paper that will say how many of what size pallets they have brought and that we are buying. Find the size on the yellow piece of paper on the bottom right hand corner of the desk calendar. Then multiple the number of pallet size by the amount that we are paying for it. Write that amount next to the number of that size pallet or under that number. Continue to do that for all items on the yellow slip of paper. After you have found the amount for each size pallet total all of them together and write it at the bottom of the yellow slip. While you count out the money ask the pallet seller to print their name on the yellow slip of paper. Give them the money after you have finished counting it out. If the total is over $100 then ask them if they are willing to take a check (see Section for writing checks).

Section B6a: Petty Cash Entry

On the home screen of QuickBooks click on the icon that says chart of accounts. Then double click on the line that says petty cash. Once on the petty cash screen put the pallet sellers name as the payee. Then put the amount that was paid to them in the withdrawal column. In the account area put total cost of goods sold: pallets purchased. Then hit enter to record the transaction.

Section B6b: White Slips

After awhile Telly will bring you the white slips that should match the yellow slips that pallet sellers have been giving you. Take each white slip and find its matching yellow slip and stack the white one on top of the yellow one. Do this for all of the yellow slips and put the pairs in ascending order and clip all of them together and put them in the lower left hand drawer under the printer in the folder that contains the other slips.

Section B7: Writing Checks

On the home screen in QuickBooks click the icon that says write checks. Once that screen is open put the name or company of the person who is taking the check in the name area on the check. Make sure that the date is correct on the check as well as the check number so that it is the next blank check that you have. If you are paying an invoice make sure to include the invoice number in the memo section of the check. On the screen under the check make sure to put in the right account that the check is being used to pay, such as new lumber or purchasing pallets. If you are writing multiple checks click the print later button next to the print button. If printing one check load the blank check into the tray above the paper tray and click the print button and check to make sure that the check number is correct. Print the check and then bring it to Jamie to sign. If printing multiple click the black arrow under print and select batch and if you are printing more than the remaining number of blank checks on the sheet of checks, then on the screen before you print the checks on the bottom right there will be a small box that asks how many checks are on the first page. Input the number of checks you have remaining on that piece and then load the printer and hit print.

Section B8: Receiving Packing Slips

If you are handed a packing slip by one of the employees that is not one of our packing slips that means that somebody delivered something that you will receive an invoice for later. You should put this packing slip by the printer and wait to receive the invoice. Sometimes someone will walk in and have you sign a packing slip this is the same thing but you have to sign for it and they will give you a copy.

Section B9: Receiving Invoices

Receiving an invoice from a company that is not ours is like receiving a bill. You will get these either by mail or by email. If by email then make sure to print it out, after that check the stack of packing slips next to the printer and make sure it matches one of those packing slips. If it matches one of the packing slips make sure to highlight the date you received the invoice. Also highlight the date that it is due and the invoice number that is on the printed out invoice. If the invoice is for lumber then check if any of the lumber we received was Heat Treat (see Section for Heat Treat book). Put the invoice into the blue folder in the cabinet above the printer. Put it in the order of the due date so the one that is due the soonest is on top and the one that is not due for the longest time will be on the bottom or back of the folder.

Section B9a: Jamie Handing you an Invoice

If Jamie hands you a invoice that he says is already paid, you have to record that in the computer. On the home window click on chart of accounts icon and then double click the checking account. Once that window opens up go to the bottom where an empty entry is. Put the name of the company that he paid in the payee input area. Put the amount he paid in the withdrawal column, then enter what he purchased in the account input area (sometimes it will be under a category such as total cost of goods sold). Hit the ENTER key or click the record button to record the transaction.

Section B10: Paying Bills

Check the blue folder in the cabinet above the printer to see if any bills are due that day. If not then put the folder back and check the next day. If one is due that day or over the weekend then you need to write check (see Section B7 for writing checks).