

Date: May 20, 2014

Facilitator: Kendrick Chua

Attendees: Veronica Yu

Alvin Garcia

Mary Ann Cabuang

Imelda Lee

Emily Quinto

Fritzie Retugal

Calvin Catle

Sarah Jane Collado

Absent: Rolando Carpe

Matters discussed:

1. **Sales Executives** are advised to shift their focus from directly going to projects, to introducing our products to interior designers, architects, lighting designers, lighting consultants, end users, etc.

We need to start talking to these groups, so even at the designing / specification stage, Fumaco products will already be included / used.

2. **Samples**

Everyone is reminded of a couple of memos released 2009 and 2010 (see attached), regarding the release of samples and their return. In previous years, unreturned samples cost the company approx. P/4m++ annually. Now, since most samples are already fitted with LED lamps, cost is higher.

It has come to the attention of Management that most Sample Receipts being delivered by the Sales agents to the clients are not returned to the office. When an SR is not returned, we cannot monitor the status of the items, and at the same time, there is no traceability. In this regard, it is encouraged that samples are delivered by the delivery staff, rather than the agents themselves.

Sales staff are also required to indicate in their requests, the purpose of the sample. Be it for testing or mock-up or presentation or whatever purpose. This will help the coordinators and CS staff to determine how long the samples need to be in the client's possession.

3. **Delivery Conflicts**

It is ideal for the Sales staff to coordinate with Plant 2 staff regarding project orders before committing a delivery date to the client.

Sir Kendrick does not know the load of the Plant, so he is not the right person to inform. Informing him of a project/P.O., is different from having him agree to a particular commitment date.

Everyone is reminded that all RUSH orders, with very short delivery requirements come with consequences to other clients.

Ideal delivery lead time at this time is 3-4 weeks. However, Sundays and Holidays must also be considered.

Delivery notations on all quotations shall be changed from 'as per arrangement' to "for confirmation".

4. NO P.O. / NO DELIVERY policy

This policy shall be strictly implemented, especially for new clients.

For old / established clients, this policy shall be on a case-to-case basis. However, approval from Management first must be obtained.

One proposal suggested is that production can start even without the formal p.o., but only for 50% of the total quantity requirement. Full production shall be upon receipt of the formal P.O.. Again, obtain approval from Management.

Even if Management agrees to proceed with production., delivery will still NOT proceed without the formal p.o

Management suggests that WE start 'training' our clients to issue the p.o. as soon as the conforme is signed. This is to avoid over production on our part, as some clients tend to issue a quantity less than the agreed one.

5. Project Registration

First Come First Served basis shall apply.

Coordinators are required to check EDI before issuing a new quotation.

Institutional accounts (Uniqlo / Jollibee / etc). are not to be considered as projects, but as end-users.

Sales Agents are requested to list down their respective projects (new) on a daily basis. Their respective coordinators shall then email the new additions to Sir Kendrick and Veronica for proper documenting (preferably in Excel format).

Since it is inevitable that there may be some instances that 2 agents are unknowingly negotiating for the same project, Management is open to a 'joint account'. However, the agents involved must work hand-in-hand in reaching the desired goal.

6. LED Tubes for IP65 Fixtures

As of today, only GE is issuing a 3-year warranty for the 18w/9w LED tubes fitted into IP65 fixtures. However, this warranty cannot be extended for whatever reason .

All other reputable manufacturers have refused to issue such warranty.

7. Tardiness

Everyone is reminded of the official working hours of the Company. Even if they have not been sanctioned for their tardiness, it does not mean that it is going unnoticed.

Delays due to the tardiness on one person can lead to delays in the work of other people.

8. Shop Drawings

Shop drawings for all standard steel posts will be requested from the Engineering department. All quotations for steel posts should be accompanied by a shop drawing.

Sales agents, for most cases, shall quote for standard steel posts, until such time that the client gives the complete details of their requirements.

Costings for customized steel posts will depend on availability of prices for steel sheets. Maximum is 1 week.

9. Blanket Orders

Blanket orders for bulk quantities are acceptable. However, client must still give us a delivery schedule. We cannot allow them to leave their orders in our warehouse for an indefinite period of time, and ask us to deliver small quantities at their convenience.

10. FUMACO website

Everyone is encouraged to inform the clients that our website has been upgraded, and during telephone conversations, you can guide your clients in choosing the right fixture for their requirements.

11. Prices for imported items

Sir Kendrick only has access to the prices of the following imported items:

Zumtobel

We-ef

AXO

Lucifer

Lombardo

Steinel

For other brands, we still have to check with our principal for current prices.

12. Credit Terms

All credit terms MUST be approved by Accounting.

Be very careful with clients who have a history of bouncing cheques.

Payment terms for all high risk clients must be:

50% downpayment upon receipt of P.O.

Balance BEFORE delivery. (Cheque must be cleared by the bank before delivery)

Prepared by: VcYu



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To : SHOWROOM STAFF
FROM : MANAGEMENT
RE : SAMPLES
DATE : November 27, 2009

Please be reminded that samples to be brought out by anyone must be accompanied by a duly approved 'REQUEST FOR SAMPLE'. Furthermore, a 'SAMPLE RECEIPT' must be issued for these items, irregardless of their immediate return or not.

For your guidance and strict compliance.

MANAGEMENT

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MEMORANDUM

To : SALES STAFF
FROM : MANAGEMENT
RE : REQUESTS FOR SAMPLES
DATE : March 24, 2010

To ALL concerned

Please be reminded of your responsibility of ensuring that all released samples are returned to the Company. Furthermore, assurance must also be made that all returned samples are in good condition. Otherwise, the same shall be charged to the client.

Lastly, you are reminded that you are required to declare the selling price of the samples you want delivered to your clients. If your Request for Sample does not indicate the retail price, this request will **not** be processed. Specific instruction has been given to the Plant 2 staff regarding this matter.

For your guidance and strict compliance.

MANAGEMENT