



**GENPAK LLC
GENPAK ORDER FLOW
2/1/2015**

- 1) Genpak orders are received in four (4) methods:
 - a) EDI
 - b) Ebiz
 - c) Fax
 - d) Email

- 2) All Genpak orders are reviewed and traffic'd by the CS Team. Orders are verified for the following:
 - a) Shipping Warehouse - do we have the inventory in the warehouse we normally ship from
 - b) Cube = 3200 truckload
 - c) Pickup allowances, unload allowance, etc (300 cs to get an pu allowance)
Pickup allowance is off invoice only.
 - d) Products being ordered. Is there a new item, is there unusual movement, should usage be requested
 - e) Can we meet the requested delivery date. Does the order need to be pushed back, does a conversation need to take place with the Inventory Department
TL - 7 business days to ship
 - f) Is the order for a new customer, do we have usage or does it need to be requested.
 - g) The cut line on the order should be a sku with a minimum of 50 cs ordered
it need to be requested
 - h) A new customer or ship to form must be sent in with the customer's first order. A copy of the first order must accompany this form.
 - i) Overall review of the order, when and where will it ship from
 - j) Lumper agreement should be in place with new customer, cost to unload, signed agreement, etc.
The lumper agreement should also be reviewed with existing customers at their annual review.

- 3) Once reviewed the orders are then given to Customer Service for processing. Any notes requesting usage, cube, etc are addressed with Reps and/or Direct Customers. Pricing issues are given to Cost Management for review. Orders are not held because of pricing. Orders will not invoice however until all pricing discrepancies have been resolved.
 - a) Customer Service Reps
Colleen Donohue - ext 264 Kurt Havens - ext 268
Karen Aldrich - ext 241
Eileen Williams - ext 327
Linda Malone - ext 235
Nancy Kindersley - ext 294

- 4) Orders awaiting answers from Reps and/or Direct Customers are put under CS review until information is given to allow us to move forward with the processing of the order. Leadtime does not begin until we have a "good" order. Invalid orders may be deleted and asked to be re-entered by the Rep.

- 5) Requests for amendments to orders are to be sent via email to: custservice@genpak.com
This email must include increases, decreases, or add-on's by product. The amendment should put the order back to its original state - 3200 cube.



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- 6) Once orders have been processed by Customer Service they are imported from the controller into Oracle. An email is sent at this time so that Load Planning, Accounting , and Canada are aware that the orders are processed.
- 7) Once the email is received, the orders are sent to our new OTM system.
There are six load planners:
Lila Hanson - ext 231 Utah (UT) and Charlotte (CH)
Nicole Chase - ext 322 Louisville (KL), Scottsburg (IN), and Winter Haven (FH)
Doug Gaulin - ext 323 Montgomery (AL), Hope Hull (AM), and Sebring (FL)
Erica Cason - ext 281 Columbus (OH)
Cindy Harrington - ext 245 Middletown (MT), Longview (LV), Charlotte Paper (CP), Wilmar (CW)
Bonnie McFarren - ext 242 Carthage (CR) and LTL loads from all plants
- 8) The Load Planners schedule appointments with the customers, enters the appt into the OTM system which tenders to the carriers. As noted above, each Load Planner is responsible for multiple Genpak facilities. The Load Planners will also work with carriers and customers if products are shipped incorrectly. A RMA is issued so that the customer gets credit. Reps should email Load Planners to see if an order can be shipped before the original request date. Reports are run to determine this. Pickup appts are scheduled by Email custpickup@genpak.com, 72 hours before requested request date.
- a) RMA's for lost sales should be sent to Erica Cason and Darlene Wilson via Email. See Returned Goods Policy
- 9) Pickup allowance requests should be sent via email to Darlene Wilson and Erica Cason
The following information should be sent with the request:
- a) Customer, customer zip code, product mix, which warehouse customer would like to pickup from.
 Based on the product mix, we will determine if the customer is eligible to pickup in the requested warehouse.
- 10) Paul Haviland - ext 277 is responsible for working with carriers on rates, lumper issues, lumper and detention analysis, as well as special projects. The Load Planners now report to Paul

Customer Service / Load Planning:

Darlene Wilson - Customer Service / Logistics Manager - ext 240

Customer Service: Ext 200

Colleen Donohue - Ext 264
Karen Aldrich - Ext 241
Eileen Williams - Ext 327
Linda Malone - Ext 235
Nancy Kindersley - Ext 294
Kurt Havens - Ext 268

Load Planning: Ext 299

Lila Hanson - Ext 231
Erica Cason - Ext 281
Doug Gaulin - Ext 323
Nicole Chase - Ext 322
Cindy Harrington - Ext 245
Bonnie McFarren - Ext 242
Assistant Logistics Manager:
Paul Haviland - Ext 277