



4900 Ondura Drive  
Fredericksburg, VA 22407-8773  
Phone: 800-777-7663; 540-898-7000  
Fax: 540-898-4991 Web: [www.ondura.com](http://www.ondura.com)

June 2, 2014

To whom it may concern,

This letter is confirmation that Quest Service Group is an authorized representative for Ondura, Tuftex, Onduvilla and Ridgeline.

Quest Service Group will support our products with product training, literature replenishment, general merchandising and overall customer support.

Quest like OFIC North America is dedicated to the highest standards for all our products and customers.

If you have any questions feel free to contact me.

Sincerely,

Thomas W. Abbott  
Vice President

# OFIC Project Scope of work

## Preparing for the Service Visit

- Please log onto the program website at [www.questmerchandiser.com](http://www.questmerchandiser.com) using the username and password that you set up during your application process.
- Click on the “magnifying glass” icon under the “Instructions” column to review and print out the project scope of work.
- Click on the “pencil” icon under the report column to view the service completion report that must be filled out upon completion of each visit. Once you click on the “pencil” icon you will then need to click on “Print Version - Click Here” box. A pop up window will appear and you will need to click “print this report” to print out a version of the store specific call report. Be sure you print out a new copy of the required service report for each store to take with you to the job site. It is imperative that you use the service report for the specific store and service visit because the **unique id number** at the top of the page is necessary for you to get credit for the visit.
- **DRESS CODE** is business casual and a collared shirt is preferred. No T-shirts or hats. **NO** food, beverages, gum chewing, or cell phone usage is ever permitted on the sales floor.

## When You Arrive at the Location

### Lowes Locations:

- As soon as you enter the store identify yourself to the front customer service desk associates as a Quest Associate and make sure you are wearing the required Lowes vendor vest. If you do not have a vendor vest, ask to purchase one. E-mail your recruiter a copy of the receipt and we will reimburse you.

### Home Depot Locations:

- If you happened to visit a Lowes location before going to a Home Depot, remember to TAKE OFF THE VENDOR VEST before going into the store!
- As soon as you enter the store identify yourself at the front customer service desk and sign into the vendor log if they have one present.

### Both Locations:

- Always seek out the Store Manager, Manager on Duty, Asst Store Manager, Dept Head and Pro Desk associates to advise them of your visit. Remind them you are there to help them sell more product – they will be happy to see you and will be more helpful during your visit.

## Service Expectations

- Lowes stores will stock the **ONDURA** and **TUFTEX** products; Home Depot will stock **ONDURA** only.
- These 3 pictures are a typical Lowes store



- This picture is a typical Home Depot store



During each visit you should execute the following:

- Clean, dust, straighten, and organize all product and accessories. Make sure to remove damaged sheets and give them to a store associate to place on the “cull” cart.
- Repair and replace any damaged POP.
- Repair or replace overhead display; you may need to order a new one for your next visit if damaged beyond repair.
- Repair or replace any damaged signage, samples or literature baskets. Again, you may need to order replacements for your next visit.
- Refill literature baskets.
- Check inventory levels and on hand counts. Suggest reorders wherever and whenever possible with the ASM or Dept Head. Remember - relatively few customers buy only one or two sheets so stores must have “job lot quantities” on hand in order to make the sale! (That may take a bit of selling on your part).
- Check for outside displays. (3-D Ondura/ Tuftex )
- Replace any damaged or missing sheets or tiles if necessary
- Replace damaged or missing exterior signage if necessary
- Make sure exterior displays are properly anchored
- Important – you must submit before and after pictures for every store visit you complete!
- You are also responsible for ordering the literature and samples needed to properly execute your visits. There isn’t much point visiting a store if you don’t have the materials needed to do the job. Since it may take several weeks for you to receive materials, order enough to last 2 month’s worth of store visits. You should also maintain a supply of signage (typically 6 sets) to repair or replace what may be needed during your visits.
- Email all literature orders to attn: Lynn Jarnecki at [lmjarnecki@ondura.com](mailto:lmjarnecki@ondura.com)

### **After the Service Visit**

- IMPORTANT: Log onto the program website at [www.questmerchandiser.com](http://www.questmerchandiser.com) using the username and password that you set up during your application process. Pull up the required online report and complete it. Fax the completed hard copy report with the store management signature to the fax number provided on the report (note that you can fax the report in from any location prior to filling out the web report) or scan the hard copy report and upload it (you will be prompted for this option after completing the online report).
- All reports must be submitted within 24 hours of completing your service visit for you to receive credit for the visit. Remember to submit the before and after pictures as well; it’s not a complete visit without the pictures!
- Be sure to log on to the program website regularly to view your assignments, instructions, and scheduled visits.

Quest Employee Name

Ship to:  
Address, City, State, Zip
















Lowe's Store #

**ONDURA ORDER LIST**

**ATTENTION!**

**PLEASE MAKE SURE THE FOLLOWING ARE ON BOTH PAGE 1 & 2**

**1) YOUR NAME**  
**2) YOUR STORE #**  
**3) YOUR STORE CITY & STATE**












LOW1		Lowe's Ondura Combined (75/box) Average 1 box per store per month	
LOW2		Lowe's <b>California</b> Ondura Lit (75/box) Average 1 box per store per month	
LOW3		Lowe's Ondura Installation (75/box) Average 1 box per store per month	
LOW6		Lowe's Ondura Bi-lingual Point of Purchase Display (POP)	
O-Basket		Ondura Literature Basket (2 per POP)	
BANSM		Ondura Banner	
WD Samples		Ondura Samples on chains w/tags	
Dealer Bk		Product Information Guide	
LOW5		Ondura Bi-lingual Special Order Sign	
<b>Ondura Overhead Bi-Lingual Signs</b>			
New roof		Lowe's Great For New Roofing Sign	
Reroof		Lowe's Great For Re-Roofing Sign	
Deck		Lowe's Over Decking & Felt Sign	
Metal		Lowe's Over Old Metal Sign	
Shingle		Lowe's Over Old Shingles Sign	
Purlin		Lowe's Over Open Purlins Sign	
O-Wind/ O-Hurr		Laminated signs - Spec Sheet Wind Sheet and Hurricane Sheet (Note: Hurricane Sheet only for Gulf Coast and Atlantic Coast Stores)	

Quest Employee Name

Ship to:  
Address, City, State, Zip

Lowe's Store #

**ONDURA ORDER LIST (cont.)**

<p><b>ATTENTION!</b></p> <p><b>PLEASE MAKE SURE THE FOLLOWING ARE ON BOTH PAGE 1 &amp; 2</b></p> <p><b>1) YOUR NAME</b> <b>2) YOUR STORE #</b> <b>3) YOUR STORE CITY &amp; STATE</b></p>	OS-Sheet		Outside Display Sign: <i>Ondura Sheets</i>
	OS-Tile		Outside Display Sign: <i>Ondura Tiles</i>
	<b>TUFTEX ORDER LIST</b>		
	TLOW1		Lowe's TufTex Brochures 5 packs per box Average 1 pack per store per month
	TLOW2		Lowe's TufTex Point of Purchase Display (POP)
	T-Hinge	<b>TufTex Display Hinges (2)</b>	Hinges for TufTex POP Display
	Ttx-basket		TufTex Wire Literature Basket (1 per POP)
	T-beam		TufTex beam labels SeaCoaster, UltraVinyl, PolyCarb, DeckDrain <b>CIRCLE ONE</b>
	Ttx-holder		TufTex Plastic Literature Holder (for use with new TufTex bi-lingual display only)
	TL6		TufTex Samples on chains w/tags
DeckDrain		DeckDrain Tear Pad	
OS-Ttx		Outside Display Sign: PolyCarb Stock or Special Order <b>CIRCLE ONE</b>	
T-Lam		Laminated signs - Spec Sheet	
SOS	<b>S.O.S Pages</b>	Lowe's Special Order Sales Program Pages for Ondura and TufTex	

Date: \_\_\_\_\_

## Home Depot - Ondura Request for Sales Aids
















**Quest Employee Name** \_\_\_\_\_

**Ship to: City, State** \_\_\_\_\_

**Home Depot Store #** \_\_\_\_\_

**Fax to:**  
  
**540-898-4991**  
  
**OR**  
  
**Email to:**  
**lmjarnecki@tallantinc.com**

**Questions? -**  
**Call 1-800-777-7663**  
**Extension 171**

	Item #	<b>ONDURA ORDER LIST</b>		Qty
	ON1		Ondura Combined (75/box) Average 1 box per store per month	
	INST BROCH		Ondura Installation (75/box) Average 1 box per store per month	
	WALL DISPLA		Ondura Point of Purchase Display (POP)	
	O-Basket		Ondura Literature Basket (2 per POP)	
	WD Samples		Ondura Samples on chains w/tags	
	Dealer Bk		Product Information Guide	
<b>Ondura Overhead Signs</b>				
	New roof		Great For New Roofing Sign	
	Reroof		Great For Re-Roofing Sign	
	Deck		Over Decking & Felt Sign	
	Metal		Over Old Metal Sign	
	Shingle		Over Old Shingles Sign	
	Purlin		Over Open Purlins Sign	
	O-Lam		Laminated Spec Sheet	
<b>Ondura Outside Display</b>				
	O-Wind/ O-Hurr		Outside Display	
	BANNER		Ondura Banner	
			Outside Display Signs (Circle sign needed)	