Office Procedures

# General Administration

## Contact Information

For general deliveries:

1234 Main Street  
New York, NY 90012

Deliveries of shipping supplies should be directed to the door at the back of the building. (The loading dock staff will check items against the packing slip and then bring the slip to the office. The office employees will be responsible for entering the packing slip information into the inventory database.)

Phone numbers:

Telephone: (972) 555-0123  
Fax: (972) 555-0124

Email:

[CustomerService@consolidatedmessenger.com](mailto:CustomerService@consolidatedmessenger.com)

Website:

[www.consolidatedmessenger.com](http://www.consolidatedmessenger.com)

## Facilities

### Office

The Consolidated Messenger front office and lobby is located at the front of the building and serves as the main entrance for our office employees and our customers.

The front office space consists of a counter with three stations, each with phones and computer terminals with high-speed connections. The lobby provides a package preparation area and bins of retail items (envelopes, tape, marking pens, etc.) for customers, and a bank of mailboxes. The waste receptacles in the package preparation area should be emptied every night or more often as needed to ensure a neat appearance. The retail bins should be checked and restocked throughout the day as needed. The office employees are responsible for both of these activities.

The office hours are from 8:00 A.M. to 9:00 P.M., Monday through Saturday. Customers who rent mailboxes have access to them 24 hours a day.

### Warehouse

The rear of the building contains the warehouse, which occupies the major portion of the building space. The warehouse is divided into four separate areas: Receiving, Shipping, Packaging, and Inventory storage:

* The Receiving area consists of two loading docks (also used for Shipping), and a 12 x 12 ft. area with racks for holding incoming packages. The racks are divided by shipping company.
* The Shipping area just opposite the Receiving area shares the loading dock space and also has a 12 x 12 ft. area with racks for holding packages waiting to be shipped. The racks are divided by shipping company.
* The Packaging area has two tables, and two racks that contain various size boxes, bubble wrap, tape, Styrofoam peanuts, and labeling materials.
* The Inventory area has three racks for overflow supplies.

### Phone System

The phone system in the office has an intercom and a direct connection to enable office employees to contact warehouse employees. Please follow the directions in the sheets next to each phone to connect between the two building spaces.

To use the intercom from the office:

1. Pick up the handset and press 1 on the number pad.
2. Press 2 to contact the kitchen from the office.
3. When you hear a click, press the Speaker button.

To connect without the intercom:

1. Press 1.
2. Wait for an answer.

## Ordering Stationery and Supplies

### Business Stationery

Vendor: Lucerne Publishing  
Web Address: <www.lucernepublishing.com>

Account access info:

Email address: [andrew@consolidatedmessenger.com](mailto:andrew@consolidatedmessenger.com)  
Password: ConsMess

To order stationery:

1. Go to <www.lucernepublishing.com>.
2. Click Get Saved Work and enter the following credentials:  
   Email address: [andrew@consolidatedmessenger.com](mailto:andrew@consolidatedmessenger.com)  
   Password: ConsMess
3. Click OK at the bottom of the page.
4. Add the most recent Laser Check Order to your cart.
5. Click View Shopping Cart, and then click Modify Content.
6. Under Content, click Modify, and then click OK.
7. Click Proceed to Checkout.
8. Make sure all the shipping information is correct, and then click Continue to Checkout.
9. Enter the correct billing information and click Submit.

### Office Supplies

Vendor: Fabrikam, Inc.  
Web Address: <www.fabrikam.com>

Account access info:

User Name: AndrewD  
Password: CMess01

Here is a list of items we order from Fabrikam:

* Boxes
* Styrofoam Packing Material
* Tape
* Copy Paper
* Toner Cartridges (5SI and HP 4000)
* Retail Supplies:
* Post-it Notes
* Sticky Labels
* Padded Envelopes
* Tape
* Marking Pens
* Boxes
* Bubble Wrap

To place orders at Fabrikam:

1. Go to <www.fabrikam.com>. Log in with the following information:  
   Username: AndrewD  
   Password: CMess01
2. Search for and locate each item you want to purchase, and add it to your Shopping Cart.
3. When you are done shopping, click Shopping Cart.
4. Click Checkout.
5. If you do not have any coupons, click Continue.
6. Verify that the Shipping and Billing addresses are correct and click Continue.
7. Enter the correct billing information and click Continue.
8. Review the order and click Submit.
9. You will receive a confirmation letter via email and mail. Keep a printed copy.

# Accounting

## Bookkeeper

Reed Koch  
[reed@fourthcoffee.com](mailto:reed@fourthcoffee.com)

## Accountant

Dean Halstead  
[dean@northwindtraders.com](mailto:dean@northwindtraders.com)

## Bank

We bank at Woodgrove Bank.

Checking Account #11111122222  
Money Market Account #345689

We deposit all checks, money orders; cashier’s checks, wire transfers, and cash into the Checking account, and then transfer all amounts over $5,000 once a week to the Money Market account.

By law, we can make no more than three withdrawals per month from the Money Market account. If we make more, the account will be converted to a standard savings account and we will be penalized.

# Shipping

## Receiving Packages

All packages dropped off by customers should be processed and shipped out the day they are received. We receive packages to ship, or to package and then ship.

### Receiving Packages to Ship

When customers drop off packages for shipment:

1. Ask for their name and check the database to see if they already have an account with us. If it is an active company account, ask if they will be using a PO for payment.
2. Ask if they have a preferred shipping company to use, the method of shipping (ground, air) and how quickly they need the package to arrive at its destination.
3. Enter the information into the database and generate the invoice and tracking slip. Process the order (see [Processing Orders](#_Processing_Orders)).
4. Give one copy of the invoice and the tracking slip to the customer.

### Receiving Items to Package and Ship

When customers drop off items for us to package and ship:

1. Ask for their name and check the database to see if they already have an account with us. If it is an active company account, ask if they will be using a PO for payment.
2. Ask if they have a preferred shipping company to use, the method of shipping (ground, air) and how quickly they need the package to arrive at its destination.
3. Measure the item to determine the packing material to use.
4. Enter the information into the database and generate the invoice and tracking slip. Process the order (see [Processing Orders](#_Processing_Orders)).
5. Give one copy of the invoice and the tracking slip to the customer.

## Processing Orders

When a new order is received, follow the appropriate steps to fulfill it.

### Assessing an Order

Before you can create an invoice, you need to know the following:

* Who is the customer?
* Does the customer already have an account?
* What is the payment method?

#### Who is the customer?

We sell to the following types of customers:

|  |  |
| --- | --- |
| Type | Payment Method |
| Individuals | Cash, credit card, or personal check with ID |
| Customers with POs (mostly corporations) | Invoice, net 30 |

#### Does the customer already have an account?

To find a customer:

1. In Access, search the customer database.
2. If you are unable to find the name of the customer, check in the inactive customer list before trying to add the customer to our system.

##### Checking the credit of new customers

Credit checks are done for new customers who want to use purchase orders. A copy of the credit application is located in the Admin folder. Give the credit application to the customer, or have the customer fill it out while seated at your station.

When you receive the completed credit application, you will need to fax credit reference forms to each reference listed. If there is no fax number listed, call them.

* If all the references come back with clean payment terms, meaning that the customer does not have a history of making late payments, approve the customer; if not, request that he or she pay by credit card.
* If the application is approved, promptly notify the customer and update the database accordingly.

##### Creating a new customer account

1. In Access, click Customer on the Icon Bar to open the Customer Job: List window.
2. Click the bottom of the right pane, and then click New.
3. Enter the appropriate customer information and click OK.

#### What is the payment method?

We accept payment via the following methods:

* Purchase order: Purchase orders can be used for all federally funded organizations without a credit check. All other companies need to have a credit check before they can submit a purchase order to us. Customers must submit PO orders at the time of service. We file them as a promise to pay.
* Net 30: Unless previously arranged, we require all organizations to pay purchase orders in net 30.
* Credit card: We accept American Express, Discover, Visa, and MasterCard.
* Personal Check: A customer paying with a personal check must supply a driver's license number. You must tell the customer there is a $25 fee for any returned check.

### Creating an Invoice

To create a customer invoice:

1. In the Forms folder, open Contract.doc, and fill out the information.
2. Be sure to update the Invoice# field to avoid duplicate invoice numbers!
3. Print the document if the customer is in the office or if it needs to be faxed or sent by snail mail. Otherwise, send it to the customer by email.

### Processing an Invoice

#### Processing a Credit Card Invoice

Our credit card merchant services provider is Woodgrove Bank.

To process a credit card payment:

1. Send the invoice as an attachment to david@woodgrovebank.com for approval.
2. If the payment is approved, open Access.
3. Search on the customer’s name.
4. Go to the current invoice number in the customer’s account.
5. Enter the payment method, amount, and approval number in the appropriate fields.

#### Processing a PO Invoice

Check the Access database to see if this is a current customer. If it is, make sure he or she faxes or mails us the purchase order, so that we can get paid. If this is a first-time customer, we will need to do a credit check before accepting the purchase order.

#### Processing a Personal Check Invoice

If the customer is going to mail a check to us rather than paying via credit card, follow these steps:

1. Create the customer invoice.
2. Send the invoice to the customer.
3. Enter Tentative in the customer’s Access account until you receive the check, and the check has cleared the bank.

## Shipping Quick Reference

|  |
| --- |
| **Package for shipment** |
| Customer information, existing account? |
| PO for payment with existing account? |
| Shipping company/method of shipment? |
| Delivery when? |
| Invoice and tracking slip |
| Process order |
| Paperwork to customer |

|  |
| --- |
| **Items for packaging and shipment** |
| Customer information, existing account? |
| PO for payment with existing account? |
| Shipping company/method of shipment? |
| Delivery when? |
| Packing material |
| Invoice and tracking slip |
| Process order |
| Paperwork to customer |

|  |  |
| --- | --- |
| **Processing orders** | |
| Assess order | Who is the customer?  Do they have an account?  What is the payment method? |
| Create invoice |  |
| Process invoice | Credit card invoice  PO invoice  Personal check invoice |