

# SUPPLY ORDERING

## SMC

Stores receive the majority of their store supplies through deliveries from SMC. Supplies are delivered to each store on a designated day every two weeks. Supplies come on a separate truck, separate from A-box deliveries. The stores receives a SMC Office Supplies Delivery Schedule monthly (*see sample, p.3*). (Some stores receive SMC supplies via UPS).

Stores keep track of their own supplies and it is up to each store to order **responsibly** as needed. Refer to the “*Maximum Basic Inventory*” column on the supply order form for guidance in ordering. You can order up to the “*Maximum Basic Inventory*” less the stock on hand in your store.

Stores are to fax orders to (310) 665-2181 before noon, two days prior to the scheduled delivery date. An example of a completed SMC Office Supply Order Form is included on the following pages of this chapter.

Stores can obtain supply order forms (*form #52*) from Fax-On-Demand (*see sample, p. 4*).

## CORPORATE EXPRESS

There are several basic items that stores can order direct from Corporate Express on an “as needed” basis (*see sample, p. 4*).

Stores are to fax order to Corporate Express for next day, in-store delivery.

An example of a completed Corporate Express order form is included on the following pages of this chapter.

*It is up to each store to keep their supplies maintained neatly and in an organized fashion. By keeping supplies organized, it is far easier for stores to stay aware of quantities on hand.*

# SMC SUPPLIES ORDER FORM

Whse Loc #	Item #	Description	Unit cost/ packs	Maximum Basic Inventory	Quantity Ordered	Quantity Shipped
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## PERSONNEL MANAGEMENT FORMS

2	216	Background Consent Forms (order 1 for ea. Appl)	\$1.35/50	1 pack		
2	59	Employment Applications	\$3.75/50	1 pack		
2	235	Mini Employment Applications	\$ /50	1 pack		
2	190	Hourly Time Report	\$0.75/25	2 packs		
2	188	Key Staff Personal Information Update	\$0.10/3	3 packs		
2	189	Personal Information Update	\$0.15/5	3 packs		
2	76	Personal Sales Performance Log	\$1.65/25	1 pack		
2	71	Store Schedule	\$0.50/25	2 packs		
1	29	Time Cards	\$1.10/100	1 pack		
2	75	Total Store Performance	\$1.65/25	1 pack		

## PROMOTIONAL SUPPLIES

67	Q260	Animal Balloons	\$3.95/100	1 bag		
68	A0030	Balloon Pumps	\$2.42 ea.	2		
66	16	Balloons (round with Daniel's logo)	\$26.50/500	1 packs		
Whse	14	Champagne	\$34.68 dz.	1 dz./Mo.		
65	15	Champagne Glasses	\$3.26/20	3 packs		
67	09	Coloring Books	\$5.47/50	2 packs		
71	191	Cotton Gloves for Signature Collection	\$7.75/dz.	2 doz.		
67	10	Crayons	\$5.00/50	2 packs		
71	17	Curling Ribbon for Balloons	\$1.40/spl	2 spools		
Whse		<b>FREE GIFTS</b>				
71	337-036	Polishing Cloth - SUNSHINE (for sterling silver jly)	\$1.25 /ea.	2 ea.		
71	12	Polishing Cloth (2-ply gray/white)	\$1.40/ea.	6 ea.		
68	SM-34	Purple Velvet Pouch for delivering Repairs	\$12.25/25	2 packs		
Whse	13	Store Catalogs	\$52.50/cs	3 cases		
65	11	Ultrasonic Cleaning (Store Use)	\$3.50/ea	1 bottles		

## FAX & POS SUPPLIES

	20	Bond Paper for fax machine	\$5.00 ream	3 reams		
1	21	POS Printer Ribbon	\$4.27/ea	6		
Whse	22	POS Paper	\$45.50/bx	3 boxes		
1	27	Temporary Payment Receipt	\$1.63/50	1 pack		

## ENVELOPES

27	219	Bring a Friend Receipt envelope - English	\$29.00/500	1 pack		
25	220	Bring a Friend Receipt envelope - Spanish	\$29.00/500	1 pack		
23	121	Cashier's Cash/Credit Card	\$2.50/100	2 pack		
21	122	Cashier's Check	\$2.50/100	2 pack		
21	123	Coin	\$5.50/100	1 pack		
22	131	Drawer-Bank Envelope (LOAN)	\$2.50/100	2 packs		
26	125	In-Store Daily Workbag	\$5.75/100	50 ea.		
24	120	Repair	\$3.86/100	2 packs		
26	124	S File	\$6.40/100	1 pack		
22	135	SMC Pre-Addressed Dept. Routing	\$2.50/100	1 pack		
22	119	Special Order	\$4.59/100	1 packs		
24	126	Standard #10 Envelope (Daniel's imprinted)	\$12.50/500	2 boxes		

Ordered by employee

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**ORDER MUST BE FAXED TO SMC 2 DAYS PRIOR TO  
DELIVERY  
(310) 665-2181**

# SMC OFFICE SUPPLIES DELIVERY SCHEDULE

*Pictured below is an example of a delivery schedule that is sent each month to the stores from SMC.*

## JULY 2007 – SUPPLY SCHEDULE

(All orders must be faxed 2 days prior to your delivery.)

FAX (310) 665-2181

Sun	Mon	Tue	Wed	Thr	Fri	Sat
			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
			<b>Tony Truck</b>	<b>Tony Truck</b>	<b>Tony Truck</b>	
			232 Bakersfield 241 Valley Plaza 243 Antelope Vly	101 Bell Gardens 102 Norwalk 225 Puente Hills 229 Huntington Pk 230 Baldwin Hills 249 Stonewood 204 Whittier	109 Lakewood 110 Carson 124 Cerritos 237 Orange 239 Santa Ana 247 Buena Pk 262 Inglewood 264 Long Beach	
<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>
	<b>Ups</b>	<b>Tony Truck</b>		<b>Tony Truck</b>	<b>Tony Truck</b>	
	227 Victorville 236 Santa Maria 260 Palm Desert	107 W. Covina 117 Eagle Rock 119 Mont. Park 240 Montebello 251 Pico II 258 Santa Anita 265 Glendale		106 San Bndo 122 Fontana 238 Moreno Vly 244 Inland Center 252 Tyler 254 Montclair 259 Riverside 261 Corona 266 Ontario Mills	233 Panorama 245 Ventura 246 Ctrpoint 248 Rose 250 Northridge 263 Topanga	
<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>
	<b>Ups</b>	<b>Tony Truck</b>	<b>Tony Truck</b>	<b>Tony Truck</b>	<b>Tony Truck</b>	
	232 Bakersfield 241 Valley Plaza 243 Antelope Vly	120 Fox Hills	101 Bell Gardens 102 Norwalk 225 Puente Hills 229 Huntington Pk 230 Baldwin Hills 249 Stonewood 204 Whittier	213 Oceanside 214 Carlsbad 215 Mira Mesa 223 El cajon 234 Bonita 242 Chula Vista 253 Escondido 256 Mission V.	109 Lakewood 110 Carson 124 Cerritos 237 Orange 239 Santa Ana 247 Buena Pk 262 Inglewood 264 Long Beach	
<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>
	<b>Ups</b>	<b>Tony Truck</b>	<b>Tony Truck</b>	<b>Tony Truck</b>	<b>Tony Truck</b>	
	236 Santa Maria	107 W. Covina 117 Eagle Rock 119 Mont. Park 240 Montebello 251 Pico II 258 Santa Anita 265 Glendale	227 Victorville 260 Palm Desert	106 San Bndo 122 Fontana 238 Moreno Vly 244 Inland Center 252 Tyler 254 Montclair 259 Riverside 261 Corona 266- Ontario Mills	233 Panorama 245 Ventura 246 Ctrpoint 248 Rose 250 Northridge 263 Topanga	
<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>	
	<b>Ups</b>	<b>Tony Truck</b>	<b>Tony Truck</b>	<b>Tony Truck</b>	<b>Tony Truck</b>	
	213 Oceanside 214 Carlsbad 215 Mira Mesa 223 El cajon 234 Bonita 242 Chula Vista 253 Escondido 256 Mission V.	120 Fox Hills	232 Bakersfield 241 Valley Plaza 243 Antelope Vly	101 Bell Gardens 102 Norwalk 225 Puente Hills 229 Huntington Pk 230 Baldwin Hills 249 Stonewood 204 Whittier	109 Lakewood 110 Carson 124 Cerritos 237 Orange 239 Santa Ana 247 Buena Pk 262 Inglewood 264 Long Beach	

# CORPORATE OFFICE SUPPLIES ORDER FORM



OFFICE SUPPLIES  
Account #: SCA071455

*Daniel's*  
YOUR FAMILY JEWELER SINCE 1948

Fax: (800) 464-4171 / Phone: (888)884-8767

Account Manager: Damian Schiller

<b>Date:</b>	<b>Order Contact</b>	<b>Telephone # (Required)</b>	<b>Purchase Order Number (Required)</b>	
Please provide your complete delivery address			Store # (Required)	
Order Notes:			Fax # (Required)	
( )				
<b>SPECIAL INSTRUCTIONS:</b>		BEING DELIVERED TO A RETAIL STORE, PLEASE DELIVER AFTER 10 A.M.		
Max Qty	Order Qty	U/M	Product #	Description
<b>ADDING MACHINE ROLLS</b>				
4		RL	EEP-53150	ADDING MACHINE TAPE
<b>PAPER CLIPS</b>				
2		BX	EXP-40021	PAPER CLIP, JUMBO
2		BX	EXP-40020	PAPER CLIP, REGULAR
<b>WRITING SUPPLIES</b>				
4		DZ	BIC-GSM11BE	PEN, MEDIUM POINT, BLUE
1		DZ	OIC-66520	PENCIL, #2-MED SOFT POINT
<b>RUBBERBANDS</b>				
1		BX	ALL-26325	RUBBERBAND
<b>TAPE</b>				
5		RL	MMM-591012X36	SCOTCH TAPE, 1/2" X 36 yd
<b>HIGHLIGHTERS &amp; MARKERS</b>				
2		EA	SAN-24125	HILITER, GREEN
2		EA	AVE-24122	HILITER, YELLOW
2		EA	AVE-27157	PERMANENT MARKER, RED
2		EA	AVE-27158	PERMANENT MARKER, BLACK
2		EA	SAN-35001	MARKER, SHARPIE, XFN, BLACK
2		EA	SAN-35002	MARKER, SHARPIE, XFN, RED
2		EA	SAN-35003	MARKER, SHARPIE, XFN, BLUE
2		EA	SAN-35004	MARKER, SHARPIE, XFN, GREEN
<b>STAPLES</b>				
1		BX	BOS-00712	STAPLES, STD, CHISEL POINT
<b>CORRECTION FLUID</b>				
2		EA	BIC-WOC12	CORRECTION FLUID, WHITE

# FAX ON DEMAND DOCUMENTS

Each store can obtain an up-to-date directory of forms and procedures by using the Fax on Demand Service. The following steps are to be followed when using the Fax on Demand Service.

1. Using a Fax machine or any other telephone, dial the main office number – (310) 665-2100
2. When the Auto attendant answers, dial 8800
3. Follow the prompts. When entering your callback number, be sure to include both the 1 and the area code, and then your fax number.

*Listed below are the following documents listed numerically by department.*



<p><b>General</b></p> <ol style="list-style-type: none"> <li>1. This Fax on Demand Document Index</li> <li>2. SMC Internal Telephone Extension Directory</li> <li>3. Store Manager Voice Mail Instructions</li> </ol> <p><b>Accounting, payroll, and benefits</b></p> <ol style="list-style-type: none"> <li>11. Affidavit of Unauthorized Use Form</li> <li>12. Vehicle Inspection Report</li> <li>13. Payroll Form W4</li> <li>14. Payroll Form DE4 (Withholding Allowance Certificate)</li> <li>15. Direct Deposit Program</li> <li>16. Hourly Time Report</li> <li>17. 401(K) Profit sharing plan and trust enrollment form</li> <li>18. 401(K) Profit sharing plan and trust plan beneficiary election form</li> <li>19. 401(K) Profit sharing plan and trust investment election</li> <li>20. Automobile Expense Report</li> <li>21. Hourly Time Report</li> <li>22. Pay &amp; Commission Schedule</li> </ol> <p><b>Credit and Collections</b></p> <ol style="list-style-type: none"> <li>73. 6 months deferred interest / with monthly payment optional financial plan form</li> <li>74. 9 months deferred interest / with monthly payment optional financial plan form</li> <li>75. 12 months deferred interest / with monthly payment optional financial plan form</li> <li>76. Central Credit Service Report</li> <li>77. Customer Service Report</li> </ol> <p><b>Customer Service / Miscellaneous</b></p> <ol style="list-style-type: none"> <li>71. Credit Card Replacement Request</li> <li>72. Customer Insurance – property Claim Form</li> </ol>	<p><b>Human Resource, Loss Prevention, and Training</b></p> <ol style="list-style-type: none"> <li>30. Appointment Information Sheet</li> <li>31. Background Consent Form</li> <li>32. Report of Loss Form</li> <li>33. Employee Change of Status Form</li> <li>34. Interview and Screening Checklist</li> <li>35. First Interview Notes</li> <li>36. Second Interview Notes</li> <li>37. Welcome Letter</li> <li>38. New Associate Weekly Checklist</li> <li>39. SMC Driving Directions</li> <li>40. Short Application</li> </ol> <p><b>Marketing, Merchandising, and Warehouse</b></p> <ol style="list-style-type: none"> <li>51. New York Jewelry Design Show Log</li> <li>52. SMC Supplies Order Form</li> <li>53. Daniels.Jewelers.com Online Store Policies</li> <li>54. Pre-Approved Application Entry Form</li> <li>55. Tub Movement reminder Form</li> </ol> <p><b>Store / SMC Building Maintenance</b></p> <ol style="list-style-type: none"> <li>61. Store Maintenance Request</li> <li>62. Service Provider Reference</li> </ol> <p><b>Spiff Claim Form / Store Sales Support</b></p> <ol style="list-style-type: none"> <li>41. Personal Sales Quota Worksheet</li> <li>42. Sales Goal Performance Summary</li> <li>43. Trunk Show Checklist - 2 weeks</li> <li>44. Trunk Show Checklist - 7 days</li> <li>45. Appointment Form</li> </ol> <p><b>Visual Merchandising</b></p> <ol style="list-style-type: none"> <li>81. Display Tray &amp; Riser Order Form</li> </ol>
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# STORE MAINTENANCE REQUEST FORM

*The main office should be contacted for a routine or emergency store repair or maintenance problem.*

- Routine, non-emergency store repair or maintenance requests such as burnt out light bulbs that can't be reached or replaced by store personnel, a sign light that isn't working, broken air conditioning, etc. should be submitted in writing on a Store Maintenance Request form (*this form is available through Fax On Demand, form #61*) or by calling the Store Maintenance Hotline at SMC Ext. 400.
- ***After completing the Store Maintenance Request Form, fax it to 310-665-2131. A response should be received within a week. Call the main office at x340 for follow up.***
- Call (310) 387-8116 for assistance with a problem that needs immediately attention such as anything that is about to cause damage or loss to the store like a major water leak, a store gate that won't close, or a broken diamond case lock.
- When leaving a message it is extremely important to leave the following information:
  - *Who is calling*
  - *The Store number and location*
  - *A complete description of the problem*

*Below is a sample of a completed Store Maintenance Request Form.*

	<b>Store Maintenance Request Form</b>	
Date: <u>07/16/07</u>	Time: <u>11:00</u>	
STORE #: <u>004</u>	Person Reporting Problem: <u>Bill Clark</u>	
Is this an emergency? <u>No</u>	If yes, please call Bill Clark at (310) 703-7690	
<small>Examples of emergencies include store gates that will not close or open, no electricity in the store, MAJOR plumbing leaks, etc. Emergencies <b>DO NOT</b> include broken case locks, burnt out light bulbs, broken air conditioning, etc. ONLY call Bill's cell phone if you have an EMERGENCY.</small>		
Please indicate the type of problem you are having.		
Air Conditioning: <input type="checkbox"/>	Lights / Light bulbs: <input type="checkbox"/>	Locks: <input type="checkbox"/>
Carpet Cleaning: <input type="checkbox"/>	Gates: <input type="checkbox"/>	Broken Glass: <input type="checkbox"/>
Plumbing: <input type="checkbox"/>	Pest Problems: <input type="checkbox"/>	Signs: <input checked="" type="checkbox"/>
Other: _____		
Please Describe the Problem: <u>Sign for computer repair shop is not working</u> <u>Sign for computer repair shop is not working</u> <u>Sign for computer repair shop is not working</u> <u>Sign for computer repair shop is not working</u>		
We will respond to this request as soon as possible, usually by the next working day. You can reach the store maintenance hotline at (310) 665-2100 x400.		
<b>SMC USE:</b>		
Date Received: _____	By: _____	
Date Resolved: _____	By: _____	Cost: \$ <input type="text"/>
Notes: _____		
<b>FAX THIS FORM TO IVET AT (310) 665-2131</b>		
<b>SMRF61</b>	Fax on demand document #61 (310) 665-2100 x8800	