

## Procedures For Order Processing & Information Distribution

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- A) Information regarding all “temporary credit holds” will be e-mailed by the Credit Manager. These holds are for situations that are expected to be cleared up relatively quickly without having to place the customer on an official Shipping Hold. Notification will go to appropriate personnel in Sales, OFT, Shipping and Stockroom personnel, and to the CFO and Controller.
- B) With any temporary hold, the customer will be notified by the Credit Manager that if the problem is not resolved by 2:00 PM, the order will not be shipped until the next day.
- C) The cutoff time for any orders required to be shipped the same day as ordered will be 2:00 PM. Any orders received after 2:00 PM will be scheduled for shipment on the following business day. This includes all stock and Terminator orders. There will be no exceptions.
- D) Any order for a new customer that is \$150 or less will require a credit card number at the time the order is placed.
- E) For credit card orders of current customers, OFT personnel will obtain authorization and write the authorization number, in easily readable script, on the face of the order. Freight charges do not have to be considered in determining the amount to be authorized.
- F) For credit card orders of new customers, credit department personnel will obtain and note the authorization number.