










Operation/Task:	<b>Order Follow Up</b>			Equipment:	<b>N/A</b>
Owner:	Purchasing Manager	Date Created:	2/12/15	Department:	Premiums & Promotions
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

**Purpose:** This SOP/work instruction describes the steps taken to assure that the order will ship correct and on time.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		Supplier will provide proof showing placement, color and size of imprint on the product.	Receive email of virtual proof	To check to make sure product will be produced as instructed.
2		Account Executive or Customer Service Representative will forward proof to Customer for final approval.	Email virtual proof	To allow the customer to review the product and placement.
3		Approval of proof.	Customer ok's proof and emails approval. Director of Premium and Promotions will forward the ok'd proof to the supplier	Make sure product and placement are to the customer specifications.
4		Check on order	Two days before the scheduled ship date the Director of Premiums and Promotions will contact the supplier and review order status.	Check to ensure project is on schedule.
5		Order Tracking	Obtain a tracking number from the supplier and forward to the Account Executive or Customer Service Representative	Provide shipping status of order.

Notes: If a quality concern is found follow Non-conforming Product SOP (NCP001).

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Rick Hamann	2/12/15

Rev 2	Added Revision History table	Rick Hamann	8/1/16
Rev 3	Updated to current SOP format; branding updates: font, company name; Manager review – no changes	Rick Hamann	4/21

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Rev. Date 4/20