





SOP Reference #: SALES001

Operation/Task:	Job Submission			Equipment:	NA
Owner:	Executive VP of Sales	Date Created:	11/2022	Department:	Sales
		Revision History:	See last page		

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

Purpose: This SOP/work instruction describes how to submit a job to customer service for job entry and production

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
		Collect job information from customer and enter it into Job Initiation tool.	Use job initiation form EST003. Fill in all required fields. Do not submit form with missing information. It will be returned to you if information is missing.	Communicate customer requirements
		Determine whether an accurate estimate exists.	Compare customer supplied information against estimate specifications. Review any existing estimates and determine if they match job specifications, need revision or must be newly created. You may continue with job initiation without an estimate number but must indicate estimate status on job initiation form. If an estimate number exists, enter it into the appropriate field on the initiation form.	Review customer requirements

		OPTIONAL - set up a <i>pre-production meeting</i> to review job specs and determine feasibility.	<p>Contact scheduling department to request a meeting. Send email invites to required participants. Do this prior to submitting job or directly after submission.</p> <p>When you have a pre-production meeting, be sure the information is passed to your CSR for entry into the job database.</p>	To explain and clarify complex projects and establish time line.
		OPTIONAL - submit a <i>Request for Due Date</i>	<p>Contact scheduling to request an approved due date. Criteria for requesting a due date is on the form.</p> <p>When you receive the due date confirmation, forward the information to your CSR for entry into the job database.</p>	Prior approval is required to guarantee delivery date.
		Review confirmation	<p>After the job is submitted to customer service, a confirmation letter will be generated for review.</p> <p>The confirmation will contain job specifications and instructions that will appear on the actual production ticket, based on the information that was supplied on the job submission form and a preview of the supplied print file.</p> <p>Forward this form to the customer for final review and approval.</p> <p>If the confirmation is not approved, return the job to customer service with instructions on changes that need to be made. Await an additional confirmation before proceeding.</p>	Ensure specifications are correct.
		Submit approval	When the confirmation is approved, inform customer service that the job is ready to enter production.	This step starts production.

Notes:

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 0	First posting to intranet	Chris Bixler	11/2022