

STATE OF OHIO



DEPARTMENT OF REHABILITATION
AND CORRECTION

SUBJECT: OPI Customer Purchase Orders and Service	PAGE <u> 1 </u> OF <u> 3 </u> NUMBER: 25-OPI-09
RULE/CODE REFERENCE:	SUPERSEDES: 25-OPI-09 dated 03/18/14
RELATED ACA STANDARDS:	EFFECTIVE DATE: March 20, 2015
	APPROVED: 

I. AUTHORITY

This policy is issued in compliance with Ohio Revised Code 5120.01 which delegates to the Director of the Department of Rehabilitation and Correction the authority to manage and direct the total operations of the Department and to establish such rules and regulations as the Director prescribes.

II. PURPOSE

The purpose of this policy is to provide employees with a process for receiving orders from customers, transmitting the information to the appropriate operating unit, and acknowledging customer receipt of order.

III. APPLICABILITY

This policy applies to all employees and those under contract with Ohio Penal Industries, as well as, inmates working in the industry operation.

IV. DEFINITIONS

E-Commerce – All web based applications.

V. POLICY

It is the policy of the Ohio Department of Rehabilitation and Correction to maintain a process for receiving orders from customers, transmitting information to the appropriate operating unit, and acknowledging receipt of the order in order to create a timely processing of all customer orders and avoid late or delayed delivery of orders.

VI. PROCEDURES

A. Customer Orders

1. State agencies shall encumber all purchase orders in the (Ohio Administrative Knowledge System) OAKS prior to forwarding to OPI.

2. Orders accepted from all other governmental agencies, private businesses, private individuals, or non-profit organization may or may not use purchase orders.
3. Orders may also be processed via e-commerce, using the OPI website and /or the OPI 1-800 number to speak to a sales representative directly.

B. Transmittal of Purchase Order Information

1. Orders for products on-line in the Syteline computer system shall be entered in that system.
2. All orders for products not on-line shall be forwarded directly to the Order Entry department for processing.

C. Acknowledgement of Purchase Orders

Order verifications shall be sent to customers, if requested.

D. Order Processing

1. All customer purchase orders shall be date stamped upon daily receipt.
2. All orders shall be processed within three (3) business days of arrival of all necessary information.
3. Orders entered into the Syteline computer system shall be given a reasonable due date.
4. Orders shall be relayed to the specific manufacturing site where the orders are firmed and scheduled for production.
5. Shop Product Managers shall monitor production of the specific assigned operations and if due dates cannot be met, they shall notify appropriate staff.

E. Customer Service

1. Sales staff shall provide customers with information on deliveries of their products.
2. Customer Complaints
 - a. All customer requests for repairs or service shall be logged in the customer service database and the OPI Sales Manager shall make a determination if referenced product is to be replaced or serviced. In some cases, the Product Manager shall evaluate the product prior to the decision being made to replace. If the decision is made to replace the product, a replacement order shall be entered into the Syteline computer system by OPI inside sales representative. The OPI Sales Manager and the Product Manager as well as the OPI repair representative shall be notified of the request.

- b. Any customer complaints involving OPI personnel shall be forwarded in writing to the employee's immediate supervisor using an Incident Report (DRC1000) and the appropriate OPI executive staff member. The immediate supervisor and the appropriate OPI executive staff member shall evaluate the complaint and, if appropriate, take corrective action according to the guidelines set forth in the Ohio Department of Rehabilitation and Correction's Standards of Employee Conduct.
3. In the event a manufacturing defect is found when inspected, a report shall be submitted and sent to the Product Manager and specific Industry Manager of the manufacturing operation.
 - a. All customer requests for repairs or service shall be logged in the customer service database and the OPI Sales Manager shall make a determination if referenced product is to be replaced or serviced. In some cases, the Product Manager shall evaluate the product prior to the decision being made to replace. If the decision is made to replace the product a replacement order shall be entered into the Syteline computer system. The Operation Support Manager and the Product Manager as well as the OPI repair representative shall be notified of the request.
 - b. OPI inside Sales representative(s) and /or Industry Manager I at the OPI Distribution Center shall process all requests for returns, exchanges, credits, and issue necessary Return Merchandise Authorizations (RMA's) through the Syteline system.

Related Department Forms

Incident Report DRC1000