



**GENPAK LLC
GENPAK ORDER FLOW
6/1/2010**

- 1) Genpak orders are received in four (4) methods:
 - a) EDI
 - b) Ebiz
 - c) Fax
 - d) Email

- 2) All Genpak orders are reviewed and traffic'd by Darlene Wilson (ext 240). Orders are verified for the following:
 - a) Shipping Warehouse - do we have the inventory in the warehouse we normally ship from
 - b) Cube (1600 1/2 truckload or 3200 truckload)
 - c) Pickup allowances, unload allowance, etc (300 cs to get an allowance) Pickup allowance is off invoice only.
 - d) Products being ordered. Is there a new item, is there unusual movement, should usage be requested
 - e) Can we meet the requested delivery date. Does the order need to be pushed back, does a conversation need to take place with Kathy and/or Chris (production) or Judy (transfers) TL - 5 - 7 business days to ship. 1/2 TL - 7 - 10 business days to ship.
 - f) Is the order for a new customer, do we have usage or does it need to be requested
 - g) A new customer or ship to form must be sent in with the customer's first order. A copy of the first order must accompany this form.
 - h) Overall review of the order, when and where will it ship from

- 3) Once Darlene has reviewed the orders they are given to Customer Service for processing. Any notes requesting usage, cube, etc are address with Reps and/or Direct Customers. Pricing issues are given to Cost Management for review. Orders are not held because of pricing. Orders will not invoice however until all pricing discrepancies have been resolved.
 - a) Customer Service Reps
Colleen Donohue - ext 264
Karen Aldrich - ext 241
Eileen Williams - ext 327
Linda Malone - ext 235

- 4) Orders awaiting answers from Reps and/or Direct Customers are put on hold until information is given to allow us to move forward with the processing of the order. Leadtime does not begin until we have a "good" order. Invalid orders may be deleted and asked to be re-entered by the Rep.

- 5) Requests for amendments to orders are to be sent via email to: custservice@genpak.com

- 6) Once orders have been processed by Customer Service they are imported from the controller into Oracle. An email is sent at this time so that Load Planning, Mike Linacre (controller) , and Canada are aware that the orders are processed.

- 7) Once the email is received, Load Planning will import the orders into a system called Freight Logic. There are five load planners:
 - a) Marie Jackson - ext 244 Charlotte (CH) and Utah (UT)
 - Lisa Darius - ext 281 Longview (LV) and Carthage (CR)
 - Betty O'Keefe - ext 231 Middletown (MT) and Sebring (FL)



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Andrew Harrison - ext 322
Cindy Harrington - ext 245

Scottsburg (IN), Louisville (KL), and Columbus (OH)
Montgomery (AL) and Hope Hull (AM)

- 8) The Load Planners schedule appointments with the customers and schedule the carriers to deliver the orders. As noted above, each Load Planner is responsible for multiple Genpak facilities. The Load Planners will also work with carriers and customers if products are shipped incorrectly. An RMA is issued so that the customer gets credit. Reps should call Load Planners to see if an order can be shipped before the original request date. Reports are run to determine this. Pickup appts are scheduled with Load Planning 800-634-1316 Ext 299, 48 hours before requested request date.
- 9) Paul Haviland - ext 277 handles detention, RMA's for dead stock, freight variances, and pickup allowances. Pickup allowance requests should be sent via email to Paul Haviland (phaviland@genpak.com) and Darlene Wilson (dwilson@genpak.com). The following information should be sent with the request:
- a) Customer, customer zip code, product mix, which warehouse customer would like to pickup from.
Based on the product mix, we will determine if the customer is eligible to pickup in the requested warehouse.
- 10) Paul Haviland - ext 277 is responsible for working with carriers on rates, lumber issues, lumber and detention analysis, as well as special projects.

Customer Service / Load Planning:

Darlene Wilson - Customer Service / Logistics Manager - ext 240

Customer Service: Ext 200

Colleen Donohue - Ext 264
Karen Aldrich - Ext 241
Eileen Williams - Ext 327
Linda Malone - Ext 235

Freight:

Paul Haviland - Ext 277

Load Planning: Ext 299

Marie Jackson - Ext 244
Lisa Darius - Ext 281
Betty O'Keefe - Ext 231
Andrew Harrison - Ext 322
Cindy Harrington - Ext 245