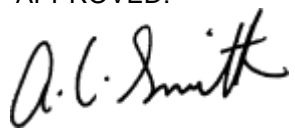




SUBJECT: <b>OPI Customer Purchase Orders and Service</b>	PAGE <u> 1 </u> OF <u> 3 </u>
	NUMBER: <b>25-OPI-09</b>
RULE/CODE REFERENCE:	SUPERSEDES: 25-OPI-09 dated 03/20/15
RELATED ACA STANDARDS: 2-CI-6A-11, 2-CI-6A-12	EFFECTIVE DATE: <b>April 29, 2019</b>
	APPROVED: 

**I. AUTHORITY**

Ohio Revised Code 5120.01 authorizes the Director of the Department of Rehabilitation and Correction, as the executive head of the department, to direct the total operations and management of the department by establishing procedures as set forth in this policy.

**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 (OPI) as well as inmates working in the industry operation.

**IV. DEFINITIONS**

**E-Commerce** – All web-based applications.

**Global Shop Solutions (GSS)** – ERP software application

**V. POLICY**

It is the policy of the Ohio Department of Rehabilitation and Correction (ODRC) 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 email or by calling the 1-800 number to speak to a sales representative directly.

**B. Acknowledgement of Purchase Orders**

Order acknowledgements shall be sent to customers.

**C. Order Processing**

1. All customer purchase orders shall be date stamped upon receipt.
2. Inmates shall enter all purchase orders into the GSS system as a quick quote within three (3) business days of arrival of all necessary information.
3. Orders entered into the GSS computer system shall be given a reasonable due date.
4. Quick quotes and original customer purchase orders will be forwarded to the assigned sales representative who will review and 'win' the quick quote in GSS, converting it to a sales order.
5. Orders shall be relayed, via purchasing through CDC and MOD, to the specific manufacturing site where the orders will be scheduled for production.
6. Shop product managers shall monitor production of the specific assigned operations and if due dates cannot be met, they shall notify appropriate staff.

**D. Customer Service**

1. Customer Complaints
  - a. All customer complaints regarding product delivery, quality, responsiveness and others, shall be logged into the CRM database in GSS and the OPI customer service manager shall follow through on those requests in order to resolve the situation for our customers.

- b. All customer requests for repairs or service shall be logged into the customer service database and the OPI customer service manager shall decide 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 GSS computer system by an OPI inside sales representative, at the direction of the OPI customer service manager.
  - c. 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 ODRC's Standards of Employee Conduct.
2. In the event a manufacturing defect is found when inspected, a report shall be submitted.

The OPI customer service manager shall process all requests for returns, exchanges, credits, and issue necessary Return Merchandise Authorizations (RMAs) through the GSS system.

**D. Showroom/Display Items**

No new products shall be purchased for or placed in the OPI showroom without written authorization from the chief of OPI. This authority may not be delegated to any other individual or position.

**Related Department Forms:**

Incident Report      DRC1000