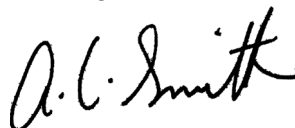




Department of
Rehabilitation & Correction

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| SUBJECT: OPI Customer Purchase Orders and Service | PAGE <u> 1 </u> OF <u> 3 </u> . NUMBER: 25-OPI-09 |
| ORC/OAC REFERENCE: ORC 5120.01 | SUPERSEDES: 25-OPI-09 dated 04/29/2019 |
| RELATED ACA STANDARDS: 2-CI-6A-11, 2-CI-6A-12 | EFFECTIVE DATE: September 26, 2022 |
| | 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 Ohio Department of Rehabilitation and Correction (ODRC) employees and those under contract with Ohio Penal Industries (OPI) as well as incarcerated individuals working in the industry operation.

IV. DEFINITIONS

The definitions for the below listed terms can be found at the top of the policies page on the ODRC Intranet at the following:

[Definitions Link](#)

- **E-Commerce**
- **Global Shop Solutions (GSS)**

V. POLICY

It is the policy of the ODRC to maintain a process for receiving orders from customers, transmitting information to the appropriate operating unit, and acknowledging receipt of the order to create 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/Ohio Buys prior to forwarding to OPI.
2. Orders accepted from all other governmental agencies, private businesses, private individuals, or non-profit organizations may or may not use purchase orders.
3. Orders may also be processed in Ohio Buys, via email or by calling the 1-800 number to speak to a sales representative directly.

B. Order Processing

1. All customer purchase orders shall be date stamped upon receipt.
2. Incarcerated individuals 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 of thirty (30) days from purchase.
4. Quick quotes and original customer purchase orders shall be forwarded to the assigned sales representative who will review and 'win' the quick quote in GSS, converting it to a sales order.
5. Shop product managers shall monitor production of the specific assigned operations and if due dates cannot be met, they shall notify appropriate staff.

C. Customer Service

1. Customer Complaints
 - a. All customer complaints regarding product delivery, quality, responsiveness, and others shall be tracked and the regional 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 regional 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 sales representative, at the direction of the regional 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 OPI chief. The immediate supervisor and OPI chief 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 appropriate manager shall process all requests for returns, exchanges, credits, and issue necessary Return Merchandise Authorizations (RMAs) through the GSS system.

Referenced ODRC Forms:

Incident Report DRC1000