

Receiving

re•ceiv•ing *verb*:

An administrative function that involves checking of the quality, quantity, and condition of the incoming goods followed by their proper storage; to take into one's possession; to get or be informed of

Version 1.27.17

1. **Importance of Receiving**
2. **Equipment Order Process**
3. **Purchase Order Process**
4. **Inventory Control & Equipment Database**
5. **Delivery: Inspecting for Quality | Damaged Equipment**
6. **Official Paperwork**
7. **Storing & Shipping ExploreBoard Equipment**
8. **FAQs**

Importance of Receiving

The CTM Way

We commit to delivering a superior experience to our clients and partners—a pursuit of excellence in our daily interactions.

Our ExploreBoard equipment should be the “best in class” visitor information solution on the market today.

We recognize that doing things the right way is the only way—and is always rewarding.

Setting the tone with a quality ExploreBoard installation provides the host partner with confidence in our products and services. We understand that the investment of our time and attention to installing and maintaining quality equipment is rewarding for clients, visitors and host partners.

Properly managing our inventory allows us to efficiently deploy ExploreBoard equipment and expedite installations.

We care about the satisfaction of our location partners—they are integral to our success and deserve exceptional service.

ExploreBoards should always be perceived by our location partners as a valuable, useful and necessary resource to enhance their guest /customer experience.

We care about the success of our clients—our goal is to deliver value and drive results.

Our equipment and accessories should be carefully stored, handled, and transported. Visitors should find ExploreBoards welcoming and inviting, excited to interact with high quality and relevant local information.

We embrace open and transparent communication and feedback.

We rely on constant feedback from you to efficiently manage our equipment and accessories.

We recognize that success comes from a relentless passion for creativity, innovation and improvement—empowering us to drive positive business results every day.

Your feedback and constant communication helps us continually improve our equipment, products and services.

Toolkit:

Camera

On phone works best for e-mail and sharing

Receiving Record Book

Can be ordered through Accounting Department

Dolly/Hand Truck

Socket Wrench

To remove stands from their shipping pallets

Utility Knife

Equipment Order Process

Ordering ExploreBoards:

Once a host location is secured and agreements are signed, the Operations Manager places an online order to secure the necessary equipment and get the process rolling.

Online Order Form:

To place an equipment for a host location:

<https://www.ettractions.com/eborder>

Password: **eborder**

Be prepared to enter your name, your e-mail, today's date, your division, the network the EB will be joining, stand type/color, screen/tablet size, connection type, the host location's name and full address along with their main contact and marketing contact information. There is also a spot to attach a PDF of the signed host location agreement.

Once submitted, an e-mail confirmation is generated and sent to the Ettractions team who will notify Ops/Sales that the location is approved or if additional information is necessary for approval.

The fields entered on the online order form upload directly into our inventory database and appear in our weekly **Pending Locations reporting where the status each installation order is tracked.**

When is Equipment Ordered?

No equipment is ordered until the host location passes their connectivity test and the host location profile is published.

Necessary router equipment will be sent to Operations Managers depending on the specific need.

Media players are set up at the Ettractions office and shipped to you.

Allow approximately one week for a screen order and 4 weeks for a stand.

Players are prepared at the Ettractions office and are usually shipped 24 - 48 hours after the profile is finalized.

1. Host Agreement:

An Interactive Touch Screen Display & Service Agreement is signed by CTM and the host partner clarifying terms and warranties. Blank agreements may be downloaded here: www.ettractions.com/page/resources

2. Order Equipment Online

Operations Managers enter every location request through the Ettractions website using an online order form to trigger the process.

3. Connectivity Test:

ExploreBoards require a stable internet connection to function properly. Equipment is only ordered after the location passes their connectivity test.

4. Host Location Profile:

Ettractions cannot set up a media player or tablet until the host location profile is published and approved. Please provide a host location logo for the EB's home page.

5. Media Player Order:

Once the host location profile, welcome message and host logo are approved and published, Ettractions will set up a Media Player and ship to your location.

6. Stand Order:

ExploreBoard stands (even for tablets) are ordered once the connectivity test passes. Allow 2-4 weeks to receive your stand once an order is placed.

7. Screen/Tablet Order:

A screen order usually takes about one week.

NOTE: Tablets do not require a media player, so all content will need to be loaded by Ettractions at your office once the tablet is received.

Purchase Order Process

Stand Orders:

Stand orders are placed through Peerless once connectivity has been confirmed at the host location. Stands can take 2-4 weeks to arrive once the order is placed.

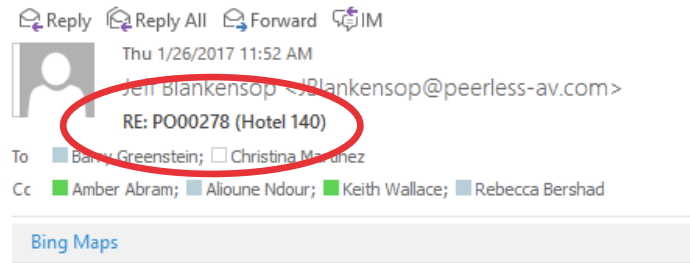
Screen & Tablet Orders:

Screen orders are placed through elo Touch Solutions once connectivity has been confirmed at the host location. Screens/tablets typically take one week to arrive once the order is placed.

E-mail Confirmations:

An e-mail confirmation is sent to the vendor with the purchase order number and host location name in the subject line.

Local sales and operations contacts are cc'd when orders are placed and should receive any follow-up communications on expected turnaround times.



The employee who receives and unloads the equipment will need to reference the corresponding purchase order number on their receiving documents.

Pending Installation Tracking/Reporting:

Once an online order is placed, we closely track the status of each of the following on a weekly report shared with sales/operations teams.

Connectivity

Nothing is ordered until the location passes their connectivity test. This typically holds up many installations. If six months pass from an original order placement without a connectivity test, the original order will typically be cancelled by Ettractions.

Host Profile Content

Once the host location profile is created and published, we can set up the media player or tablet. Typically the host partner's marketing contact is connected with the CTM division's Media Coordinator to collect profile materials including photographs and logos.

Once approved, Ettractions can proceed in setting up an official host location and assign the appropriate network content to a designated media player/tablet.

Media Player

Once all files are loaded, Ettractions will send the media player to the office. (Tablets do not require a media player.)

Screen/Tablet

Once connectivity is confirmed, screens/tablets typically take two weeks to arrive once the equipment order is placed.

Stand

Once connectivity is confirmed, stands can take 2-4 weeks to arrive once the equipment order is placed.

Inventory: Equipment Database

Importance:

Each location has multiple components (screens, stands, media players, routers, etc.)

Our centralized inventory database manages this equipment, including the current location and status of each component.

With the continuous addition of new locations and equipment being returned from one EB host location and potentially deployed to a new ones, the task of tracking our equipment requires a team effort.

Date Added	PartID	Hardware Type	Hardware Model	Size	Color	MAC address / S/N	Old MAC address	Firmware	Part Status
1/23/2017	4676	Screens	ELO4202L	42					On Order
1/23/2017	4473	Stand	CTM03	42	Black				On Order
1/24/2017	4674	Router	IOGear			002179CF2027			Available
1/24/2017	4673	Router	IO Gear			002179CF203B			Assigned
1/24/2017	4672	Router	IO Gear			002179CF203C			Assigned
1/23/2017	4671	Screens	ELO Tablet - B501388 (2)	32					On Order
1/23/2017	4670	Screens	ELO4202L	42					On Order
1/23/2017	4669	Screens	ELO3202L	32					On Order
1/23/2017	4668	Stand	CTM03	32	Silver				On Order
1/23/2017	4667	Stand	CTM03	42	Black				On Order
1/23/2017	4666	Stand	CTM03	32	Black				On Order
1/23/2017	4665	Router	IOGear			002179CF2BBD			Available
1/23/2017	4664	Router	IOGear			002179CF2BA9			Available
1/23/2017	4663	Router	IOGear			002179CF2BA8			Available
1/23/2017	4662	Router	IOGear			002179CF2BA4			Available
1/23/2017	4661	Router	IOGear			002179CF2BCC			Available
1/23/2017	4660	Router	IOGear			002179CF3138			Available
1/23/2017	4659	Router	IO Gear			002179CF2BC2			Available
1/23/2017	4658	Router	IOGear			002179CF2D14			Available
1/11/2017	4657	Orbax	Tablet Stand - Lock						On Order
1/11/2017	4656	Stand	Tablet Stand - M5076						On Order
1/11/2017	4655	Screens	ELO Tablet - B501388 (2)	32					On Order
1/11/2017	4654	Screens	ELO4202L	42		E16C018007			Assigned
1/6/2017	4653	Screens	ELO4202L	42		E16C018009			Assigned
1/6/2017	4652	Stand	CTM03	42	Silver				On Order

We will be tracking the following:

- When equipment is ordered
- When it is received
- What is available in your warehouse for use
- When and where equipment is installed
- When it is removed
- When equipment is damaged or pulled out of service

For our database to function properly, all CTM divisions need to be vigilant when tracking the equipment assigned to them and communicating when updates are required.

Stand Models:

- Iron Giants
- Pillar Style
- Sleek CTM 02
- Sleek CTM03
- Tablet Stand – MIS976

Stand Sizes:

- 42"
- 32"
- 22" (Tablet)
- 19"

Screens (NEC and ELO brands):

- NEC V421 (42")
- NEC V422 (42")
- NEC V423 (42")
- NEC V321 (32")
- NEC V322 (32")
- NEC AS191 (19")

- ELO4201L (42")
- ELO4202L (42")
- ELO3201L (32")
- ELO3202L (32")

- ELO 10" Tablet
- ELO 15" Tablet
- ELO 22 Tablet

Media Players

- RP900
- RP915
- RP 930 Series (931, 932, 933, 622)
- RP 505
- RP 506

Wi-Fi Routers:

- Cradlepoint
- EnGenius ERBH300H
- IOGEAR GWU637
- Linksys WET610N
- NetGear WNCE3001
- TP-LINK TL-MR 3020
- TP-LINK MR-3040

3G/4G USB Sticks:

- Rocket 4G
- Huawei Telcel
- Jet 2.0
- ZTE

Inventory Control

Inventory Labels

All equipment should have proper identification.

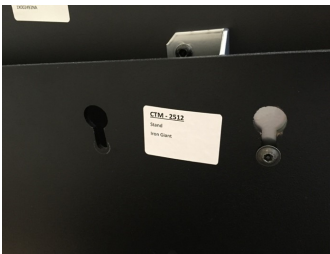
Properly labeled equipment allows your team to quickly identify each model number, expedites troubleshooting and service visits, and easily isolates any equipment needing to be reassigned to another location or retired from service.

If you lose or damage a specific label, please give your Operations Manager the details so he/she may contact Etractions for a replacement.

Carefully verify that labels match the equipment you are labeling to avoid any confusion.

Place the stickers in a clear spot on the most accessible part of the screen, stand or media player.

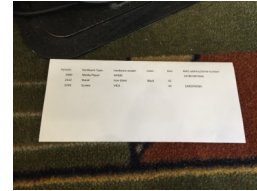
- Do not cover air vents, speakers or ports.
- Do not cover serial numbers
- Do not place in public view



When finished, sign the paper with the inventory label information and return to your Operations Manager.

If the equipment you have is different that what is on the label, mark it as **WRONG** before returning the paperwork.

Label Placement:



On your label sheet, do note that some locations will have more equipment than others. Most will have 3 labels, but the addition of routers or 3G/4G sticks will use 4-6 labels per set-up.



Each label has a unique part number assignment and a description of the part itself which typically includes size, model number and color (if applicable.)

This information comes in handy when troubleshooting equipment on location.

If you see an error, please alert Etractions so we can confirm the details in our database and/or send you a replacement label.

Do not attach an inventory label if the details are not matching up with the equipment you have.

Equipment Requiring Inventory Labels

Screens, Tablets & Players



NEC Screens 32" 42"



ELO Screens 32" & 42"



ELO Tablets
10", 15" & 22"



RP900



RP915



RP930



RP505



RP506

Routers & Stands



Linksys



Netgear



TP-Link



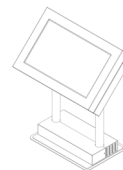
Engenius



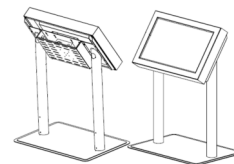
IOGEAR



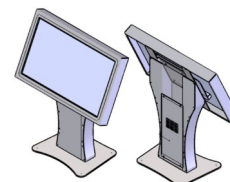
3G/4G (USB) Stick



Iron Giant



Pillar Style

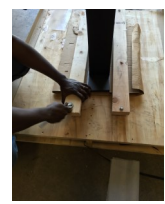


Sleek Stand

Inspecting for Quality & Damage

Stand Inspection

1. Do not let the delivery driver leave until you have confirmed that the stand has arrived in good condition. Stands that arrive damaged from shipping should be refused and sent back to Peerless immediately.
2. Inspect the stand as packaged both inside the delivery truck again (more closely) once unloaded.
3. If you see any damage to the outside packaging, document with a picture. The stand inside may not be damaged, but we will require proof if it is.
4. Remove the box covering the stand.
5. Inspect with the plastic wrapping still on.
6. If OK, proceed to removing the plastic wrap and visually inspecting the stand on the pallet.
7. Not good? Take photos to document the damage and refuse the delivery.
8. All good? Sign the freight company paperwork to accept the delivery. Hang on to the bill of lading!
9. Remove the bolts from the pallet.
10. Carefully move the stand to a safe area for installation preparation using a dolly.
11. Fill out the receiving slip. Note the Ettractions PO (Purchase Order) number on the slip. It will be in the format **PO00XX**. If you are unsure of the correct number, please contact Ettractions.
12. Scan your receiving slip and bill of lading. Rename the file **Peerless_Receiving_PO00XX** (using your exact purchase order number) and send to **ebssupport@ettractions.com**.
Renaming the file helps the Accounting Department process payments efficiently.
13. Once Ettractions receives this information, we will enter the information into our inventory database, generate an inventory label for you, and update the weekly pending installation report status to indicate the stand is ready.



Inspecting for Quality & Damage

Screen Inspection

1. Do not let the delivery driver leave until you have confirmed that the screen has arrived in good condition. Screens that arrive damaged from shipping should be refused and sent back to BlueStar immediately.
2. Inspect the screen as packaged both inside the delivery truck again (more closely) once unloaded.
3. If you see any damage to the outside packaging, document with a picture. The screen inside may not be damaged, but we will require proof if it is.
4. All good? Sign the freight company paperwork to accept the delivery. Hang on to the bill of lading!
5. Not good? Proceed to inspect the screen inside for damage. Take photos to document the damage and refuse the delivery.
6. Open the screen box and remove foam.
7. Find a co-worker to carefully help lift the screen out of the box, then remove the red plastic.
8. Lean screen against a wall and remove the foam covering the screen.
9. Remove the plate covering media connections and grab cables from the box.
10. Connect the screen to power and a player to confirm that the screen works before storing in a safe place.
11. Fill out the receiving slip. Note the Etraction's PO (Purchase Order) number on the slip. It will be in the format **PO00XX**. If you are unsure of the correct number, please contact Etraction's.
12. Find the **screen's serial number** and write it down on your receiving slip.
13. Scan your receiving slip and bill of lading. Rename the file **BlueStar_Receiving_PO00XX** (using your exact purchase order number) and send to **ebsupport@ettractions.com**.
Renaming the file helps the Accounting Department process payments efficiently.
14. Once Etraction's receives this information, we will enter the information into our inventory database, generate an inventory label for you, and update the weekly pending installation report status to indicate the stand is ready.



Storing & Shipping EB Equipment

Storing Equipment:

1. **Please have a dedicated area in your warehouse for the safe storage of ExploreBoard stands. Stands should be stored separately, out of harm's way and covered with something if there are any concerns. We want to avoid scrapes, scratches, and any potential dents.**
2. **Do not store stands in the warehouse with screens (or other equipment/accessories like plugs or power bricks) attached.**
3. **Screens should be stored inside your office if possible. If you don't have space inside the office, place screens in their original box and store in a very safe place in warehouse.**
4. **Media players should also be stored in your office (as you would any other computer equipment like desktop or laptops.)**
5. **Routers, 3G sticks, and cables should all be kept in the same area for easy access to these parts when heading to an install.**
6. **Keep a bin of extra screws and spacers. If you are running low, please let Ettractions know so we can send you more.**

Transferring EB Equipment:

Your division may require access to equipment that is currently available at another CTM warehouse. These requests are often urgent and you will count on your CTM colleagues to expedite shipping and make sure it arrives in good shape.

1. **Pack equipment as if it had come to you brand new. Use a lot of packing material. More is better. There is no "too much" with packing material. Save the original packing material when you receive equipment and reuse when needed.**
2. **Pay close attention to shipping costs. Old Dominion is the current freight vendor used.**
3. **When you ship, please email ebsupport@ettractions.com to confirm shipment of the specific item.**
4. **Include Inventory Label number.**
5. **Ettractions will reassign this equipment in the database to the new division.**

Conference EB Checklist:

We often receive requests from sales teams wanting to bring an ExploreBoard to a sales conference for demonstration purposes.

With enough advance notification, we can usually accommodate these requests.

This will involve smooth communication between local sales and operations teams to properly execute.

1. Equipment

Using the database, we should quickly see the equipment on hand. Most locations should have a full set up available to them.

If not, work with Ettractions or partner divisions if an item needs to be transferred.

2. Content

With enough advance notice, we can load up to 4 different networks of content on a single player or tablet. For maps and directions to work properly, we also will need specific content for the host location of the conference. Work with ebsupport@ettractions.com and editor@ettractions.com.

3. Connectivity

Depending on the device and the conference, an internet connection on-site may or may not be available.

Be sure to allow yourself enough time to load the conference content in your office, especially if sales is requesting multiple networks. (More files take longer to initially load.)

4. Set-Up & Delivery

Arguably most important, who is setting up and taking down this equipment?

Whoever is responsible for the equipment should be certified in our Installation procedures.

The same careful methods must be used to avoid damage especially to the stand or screen since this same equipment may end up being deployed at another host location at some point.

Official Paperwork

Stand Paperwork

1. Fill out the receiving slip. Note the Etractions PO (Purchase Order) number on the slip. It will be in the format **PO00XX**. If you are unsure of the correct number, please contact Etractions.
2. Sales and Operations Managers should have an e-mail confirmation of each order with the corresponding PO number in the subject line.
3. Scan your receiving slip and bill of lading. Rename the file **Peerless Receiving PO00XX** (using your exact purchase order number) and send to **ebsupport@ettractions.com**. Renaming the file helps the Accounting Department process payments efficiently.

733689

RECEIVING RECORD

RECEIVED FROM: Peerless			
ADDRESS: 2300 White Oak Cir Aurora IL 01801			
PURCHASE ORDER NO. OR RETURNED GOODS: PO00200		FREIGHT BILL NO. 499-953106-0	
DATE: 6/22/16		VIA: YRC	

QUANTITY	ITEM NUMBER	DESCRIPTION
2	K1542-CM12	42" Steel Stud - White

REMARKS: CONDITIONS, ETC.
[Signature]

NO. PACKAGES: 2	WEIGHT: 425	RECEIVED BY: Bb	CHECKED BY: Bb	DELIVERED TO: CM Woburn
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BE SURE TO MAKE THIS RECORD ACCURATE AND COMPLETE
© RECIFORM 21259

1.

Official Paperwork

Tablet/Screen Paperwork

1. Fill out the receiving slip. Note the Ettractions PO (Purchase Order) number on the slip. It will be in the format **PO00XX**. If you are unsure of the correct number, please contact Ettractions.
2. Sales and Operations Managers should have an e-mail confirmation of each order with the corresponding PO number in the subject line
3. Find the **screen's serial number** and write it down on your receiving slip.
4. Scan your receiving slip and bill of lading. Rename the file **BlueStar_Receiving_PO00XX** (using your exact purchase order number) and send to **ebsupport@ettractions.com**. Renaming the file helps the Accounting Department process payments efficiently.

733689

RECEIVING RECORD

RECEIVED FROM: United Radio Dept - BlueStar	
ADDRESS: 3345 Point Pleasant Rd. Hebron KY 41048	
PURCHASE ORDER NO. OR RETURNED GOOD:	PO00201
FREIGHT BILL NO.:	8120148203
DATE:	6/22/16
VIA:	Exp. Int'l
PREPAID	COLLECT

QUANTITY	ITEM NUMBER	DESCRIPTION
1	E122369	E10 4202L 42" Touch Screen
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

REMARKS: CONDITIONS, ETC.
TSC

NO. PACKAGES	WEIGHT	RECEIVED BY	CHECKED BY	DELIVERED TO
1	104	TBS	<i>TSC</i>	com Woburn

BE SURE TO MAKE THIS RECORD ACCURATE AND COMPLETE

© RECIFORM 21259

8120148203

06/15/16 CVG 905

Contract of Carriage

Expeditors

Invoice # 11851543

Customer Agency # G2044929

United Radio, Inc.

3345 Point Pleasant Road

Hebron KY US 41048

City Woburn MA US 01801

Joe Winstel 859-371-4423

Barry Greenstein 000-000-0000

11851543

Deferred

ITEMS	DESCRIPTION	ACTUAL WEIGHT	LENGTH	WIDTH	HEIGHT	Declared Value for Carriage
1	MONITORS	48	40	34		\$ N.V.D.
TOTAL WEIGHT						104
TOTAL VALUE						\$ 1500.00

SHIPPER HEREBY CONSENTS TO THE CARGO PURSUANT TO ANY APPLICABLE LAW OR REGULATION, INCLUDING 49 C.F.R. 1.1558-3 (D)

Customer PO #: PO00201

SHIPPER: ETTRATIONS 308 SIXTH ROAD WOBURN MA 01801-1758

SHIP TO: Barry Greenstein Ettractions Inc 308 6th Rd Woburn MA 01801-1758

Shipping Instructions:

Procurement	SKU/ITEM	Quantity	Shipped	Delivered
E22200	E10-4202L 42-INCH WIDE LCD MONITOR, VGA, HDML...	1	0	1
FREIGHT	FREIGHT CHARGE	1	0	1

This shipment uses a box with the following tracking number: 11851543

Pop Quiz!

- What should I do if equipment is delivered with visible damage?
- What freight company do we use if we need to transfer equipment to another division?
- What should you do if you receive equipment without an inventory label on it?
- When are stands and screens ordered?
- Sales wants to set-up an ExploreBoard at the next Governor's Tourism Conference. How do we go about this?
- After inspecting your inventory labels and noticing one of the labels does not match the equipment, what should you do?
- How should you be storing ExploreBoard stands?
- What should you consider when packing up equipment to ship to another CTM division?
- Do the small routers need inventory labels?
- Does each piece of equipment have a unique part number assigned?

FAQs

When should I send receiving documents?

As soon as equipment arrives! We need this documentation to pay our vendors on time and to move the installation process forward.

Where do I get a receiving book record?

The Accounting Department (Annette Spivey) can provide you with one.

What important information must be on a receiving slip?

PO Number (i.e. P000234), Date (i.e. 1/27/2017, always include year), Ops Manager initials, Serial number (when applicable), Model number "our" port so we can connect successfully.

A newer model ExploreBoard was just returned to our warehouse, and we have an existing location who wants an upgrade? Can we just swap?

All equipment returning to your warehouse needs to be checked back in to your inventory.

Other divisions may be waiting on equipment and may need your returned stand ASAP.

Communicate your requests through Etractions and we will do our best to accommodate upgrade requests for good locations.

Older/failing equipment usually takes priority, and costs will be considered for any host location that is underperforming.