

MARKETING SAMPLE REQUEST PROCEDURE

Wednesday, June 25, 2014

Dear Agents,

Metalumen Manufacturing continues to drive and incorporate the Lean organization philosophy in our everyday business processes. With this in mind we will be updating our sample request procedure for all Metalumen brands as of July 1st, 2014.

This procedure will allow you to effectively request samples for your customers' needs. As we work toward the implementation of this process, we need you to provide some vital information on sample orders (NOT accommodation orders) which you, the agent, are purchasing at a much reduced price and will be charged to your agency on the basis of \$50/ft. The form ([can be viewed here](#)) is located under the "Resources" tab on Metalumen's website. Once the order form is completed, please email to cansales@metalumen.com (Canadian customer service) OR to ussales@metalumen.com (US customer service) for processing and follow up. These email addresses have CSRs monitoring the mailbox during the day and processing your orders. Anything after the order entry (**follow up on shipments, etc.**) **will be handled by your assigned Internal Sales Representative.**

Samples ordered by your customer will continue to be processed by your agency, however, we need for you to provide the same information as on the form indicating the type of sample required. Select the Prefix Code **SM** or **SMCP** to reflect the sample type.

The prefix code will insure the order stops in the approval queue and will be reviewed by the pricing team and sample order processing team before the order is submitted for approval. It will also allow easy identification, expediting and tracking of the orders at the manufacturing plant for priority advantage.

Please note:

- **Table Top** - Made To Order samples to be used for table top comparison, supplied with a cord and 515P 120V plug. (prefix catalog number example: **SMCP**-RML-1L35K-2-N-M-SA-L3-1-4)
- **Installation Demonstration** - Made To Order without cord and plug (prefix catalog number example: **SM**-RML-1L35K-2-N-M-SA-L3-1-4)

Please understand this process is to be followed for 'Made To Order' samples after the initial new product introduction samples you receive for your exclusive ongoing agency use.

Metalumen takes pride in always providing quality product. Samples are required for various purposes and this process will allow you to provide the information we need to insure we supply the required product in a timely manner. We have also implemented a new tracking and priority process at the manufacturing plant. This process should allow you to enter your orders easily, shorten lead times and write more business.

Thanks for your continued support.

John Bouls
Strategic Marketing & NPD Manager