service is…a defined Order Lifecycle Process

Order Entry → **Order Monitoring** → **Delivery Confirmation**

Order Entry

- Receive Purchase Order
- Review Requirements Enter Order
- Verify
- Update PO Report & Stocking Spreadsheet
- Send Order Confirmation

Healthy Business Set Up Foundation Building (repetitive, used every time)

Order Monitoring

- Review Orders Each AM
- Take Action Based on Status
- Schedule for Delivery
- Check Shaw System for Delivery
- Update Reports

Monitoring/Shipment Activities (order specific tasks)

Delivery Confirmation

- Confirm Delivery with GC
- Provide GC with Contact Info for Problem Resolution
- Delivery Confirmation to DB PM and TM
- Send Reports to Stacy each Friday

Happy Client Activities (relationship building services)