



STANDARD OPERATING PROCEDURE FOR BENSON GROUP INC.

Acklands Grainger Point of Contact:

Single Point of Contact (USI AGI)

Customer Support Team (11 Customer Service Reps, 4 bilingual reps)

Over 75 years combined experience

Open Monday to Friday, 7AM to 6PM, CST

Phone: 1-888-300-6890

Fax: 1-888-624-8407

E-mail: usiagi@agi.ca

Sales Specialists:

Shawn Craven (Ontario)

Phone: 1-888-624-8407

E-mail: cravens@agi.ca

Suzie Paquette (Québec)

Phone: 1-514-915-4745

E-mail: paquettesu@agi.ca

Order Process:

1. Please call or e-mail Single Point of Contact (SPOC).

When ordering product, please provide:

- AGI account number (9 digits)
- Shipping method
- AGI part number

2. Please indicate if the order is stock or rush

- If rush, please indicate timeline required
- **For a more immediate response, please call to place order**

Regular Orders:

- AGI Single Point of Contact (SPOC) is to supply price, availability and lead times as required.
- AGI SPOC will offer substitutes on any items which are discontinued or transitioned at AGI.
- Backorders and Special Orders will be communicated to the Member and determine delivery schedule, based on the lead time on product that is not stocked in the closest DC.
- **Pick up Orders:** Pickups should only be used in time sensitive situations. Please confirm your order is eligible for pick up at time of order. When a member places a pick up order, AGI SPOC will provide the pickup number which the member will be required to provide to the AGI DC staff when picking up.
- **Cut off time:** As a general rule, orders processed before 12:00pm local time will be available the following day. Cut off times may vary so please confirm at time of order with your SPOC.
- **Deliveries:** Deliveries will be shipped as available from the closest DC.

STAFF INITIALS / INITIALES DU PERSONNEL



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Rush Orders:

- Members will need to Acknowledge Rush Status on the order for pick up or delivery.
- AGI SPOC is to supply price, availability and lead times as required.
- Method of delivery to be identified at the time of i.e. delivery, pick-up or enclosure.
- AGI SPOC will indicate if product is available for pick up from nearest DC and give timelines.

Freight:

- Until further notice, orders placed on the web and shipped direct to Member will be shipped prepaid with no minimum order. *This EXCLUDES enclosures and some exclusions may apply based on remote locations. Member will be informed of charges*
- **Orders under \$1,700 placed over the phone, by email or fax will be charged freight.**

Shipping Discrepancies:

- In the event of a shipping error, contact AGI SPOC within two (2) days of receipt of goods.
- AGI SPOC will open an investigation with the DC and advise back with results/next steps.
- If products are received that were not ordered or were over shipped, please contact AGI SPOC and they will provide an RMA to return the products back to AGI, collect. AGI SPOC will indicate if product is available for pick up from nearest DC and give timelines.
- Acklands-Grainger is not responsible for any damages or shortages that occur in transit. Any freight issues must be dealt directly between the courier and the Uni-select member.

Returns:

- Member to call AGI SPOC to request a Return Materials Authorization (RMA).
- All RMA's to be returned to location of purchase, DC to be identified in the RMA.
- Returns must be shipped pre-paid, unless advised otherwise by the AGI SPOC.
- Ensure the RMA number is written on any shipment waybills. Please do not mark on the actual product.

Warranties:

- Members to contact AGI SPOC if they require any info regarding a potential warranty item.
- AGI SPOC will advise if the item(s) comply with the manufacturer's warranty guidelines and provide next steps (varies depending on manufacturer).

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