GENERAL ADMINSTRATIVE PROCEDURES MANUAL

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GENERAL ADMINISTRATIVE PROCEDURES

Updated: February 10, 2020 Rev: October 2022

GENERAL BUSINESS INFORMATION

Street Address: 6701 Janway Road
Henrico VA 23228

Telephone: 804.358.5451

Fax: 804.358.0572

Email: info@ampaevents.com

Federal ID: 54-1886661

Business License: 0012-2090-3140

State Sales Tax ID: 0018596555

Billing Address: 11324 Annie Laura Lane
Rockville VA 23146

SAFETY GUIDELINES

Safety in the workplace is important and is a top priority for every employee. Our workplace encompasses not only our office and warehouse facility but in every truck and venue that we are performing our job duties. All employees are expected to comply with all safety standards and rules that have been established to provide a safe and hazard-free work place.

GENERAL GUIDELINES

1. Use common sense in performing duties.
2. Clean up any spills immediately.
3. Use step stools, platforms, or ladders for climbing. NEVER use a chair or other items not intended for climbing.
4. Open one file cabinet drawer at a time to avoid tipping. Cabinets should also be loaded from bottom to top and emptied in the reverse order.
5. Keep your work area neat and tidy.
6. Do not use any equipment, vehicles, or materials when overly tired, nauseated, feverish, or under the influence of any medications or substance that may affect judgment.
7. Promptly report any work injury or illness to supervisor.
8. Report any unsafe conditions promptly to a supervisor or member of the management team.

WAREHOUSE/OPERATIONS

1. Keep aisles clear at all times.
2. Do not let cords interfere with walkways.
3. Report or replace frayed electrical cords.
4. Properly store all sharp objects when not in use.
5. Use pallet jacks or other mechanical devices or request assistance in lifting heavy loads.
6. Use step stools, platforms, or ladders for climbing. NEVER use a chair or other items not intended for climbing.
7. Open and close doors cautiously. Use extra caution when approaching blind hallway intersections.
8. Wear seat belts when operating any company or rented vehicle or driving a personal vehicle while on company business.

ETIQUETTE

ATTITUDE

Ampa promotes a positive, creative, and professional work environment. We embrace an environment of respect for each other. As a team, each of us will win with teammates of diverse backgrounds and skills.

Actively engaging in our daily business is critical to the success our of company. Have an understanding of the “Big Picture” and to understand how you relate to it and your co-workers as a team. All employees need to be confident, flexible, self-starter personalities always looking to improve the client experience. Excellent job performance is expected from every employee and requires discretionary effort to achieve excellence in the workplace. Creating positive outcomes at every turn is necessary to provide superior customer service which is another core value of our business.

Our creative and positive approach to problem solving is what differentiates us from our competitors. We are professionals and servicing our clients is why we are here. Like other entertainment industries, our work hours are long at times and require a positive attitude and positive approach to managing the unexpected. Life doesn’t always go smoothly and neither do events. Handling the unexpected requires quick thinking and effective problem solving skills to create a positive outcome. Learning from the experience and improving the process going forward is expected and encouraged.

At Ampa, we have policies and procedures to guide you through many scenarios and provide a framework for how our business should operate. Every employee should take initiative and become familiar with standard policies and procedures and utilize them to facilitate safe and effective business operations.

Each day brings new challenges, new ideas, and new opportunities to provide outstanding customer service to our clients. Employees are the solution to all challenges in every aspect of our business, including client relations and internal process and procedure. Our team makes us great. Contribute positively to it.

COMMUNICATION

1. Communication is the single most important topic in business.
2. When you think you are doing a great job communicating, you probably aren’t.
3. Put yourself in the other person’s shoes.
4. Repeat back is a good “check” to see if there’s a “meeting of the minds”.

ETIQUETTE

5. Emails are easily misunderstood and are defined as a fair to poor form of communication with clients. Be Human. Use the phone as a primary form of communication.
6. Internal email - limit to facts only. Stop and have a face-to-face conversion with your co-workers to obtain information and solve problems.

OFFICE CONVERSATIONS

1. Office conversations are integral to servicing our customer needs. When collaborating, please be mindful that others in the office are also conducting Ampa business. Keep voices down when in the office. Someone is almost always on the phone. It's difficult to hear the other person on the line when someone is talking loudly in the open areas of the office.
2. Intercom usage is very efficient in talking to someone in other areas of the office. Please be mindful of others and do not use the speaker function unless absolutely necessary.
3. Keep casual conversations to a minimum. We are here to service our clients during business hours.

INTERNET AND PHONE USAGE

1. Ampa computers are for business purposes only. Do not check personal email or webpages while in the Ampa office. Do not stream music or use the network for any purpose other than Ampa business. Please refer to the Employee Handbook for more information.
2. Personal phone use is to be kept to an absolute minimum while working. Please refer to the Employee Handbook for more detailed guidelines.

OFFICE CLEANLINESS

<u>Every employee is responsible for a clean work space in the office, in the warehouse and in all other common areas.</u> Cleanliness and neatness are directly related to safety. All employees are expected to pick up after themselves and to be mindful of others at all times.

CONSUMING FOOD IN WORK AREAS

Per the Employee Handbook, employees are required to spend break times away from work areas. Per VEC regulations, hourly employees are not permitted to take meal breaks at their desk. Food and beverage is permitted in office work areas during other times as long as it doesn't interfere with normal business operations. For safety reasons, drinks in the warehouse areas must be kept away from all work areas and away from all inventory items. Beverage containers are allowed but must be stowed in an area where no inventory is stored.

Please be considerate of your co-workers and company guests by adhering to the following:

1. Be mindful of others that may have food allergies or sensitivities to strong scents. If in doubt, please consume these products in the break room or outside of the building to avoid potential medical issues.
2. Food and drinks must be kept in containers that are stable and will not easily spill or tip.
3. No eating or drinking near important documents or office equipment, especially computers.
4. No eating or drinking while talking with clients in the office or while talking on the telephone.
5. No food is permitted in the Ampa warehouse areas at any time.
6. All food trash must be promptly cleaned up and disposed of in the break room trash can located outside the break room door in Janway 02. Do NOT throw away food trash in the bathroom or any work area paper trash receptacles! Improper disposal can lead to a very unpleasant smell in our work areas and the potential for unwanted bug or rodent infestations.

BREAK ROOM ETIQUETTE

The break room is a common area of the building and is provided for employee use. Please be mindful of others if you use this space and clean up after yourself. If you spill something, clean it up. Please remove food from the microwave promptly. If you use any dishes or utensils, wash them and promptly put them away after use. Do not leave dirty dishes on the table or in the sink at any time.

BATHROOM ETIQUETTE

Treat this shared space with respect and be mindful of others. Please clean up after yourself in the bathroom. Before you leave the bathroom: flush toilet, check the toilet area to make sure it's clean, wash your hands, and rinse the sink to remove anything you left behind. Lastly, make sure that the towels you dried your hands with make it into the trash receptacle.

SMOKING POLICY

Smoking is not allowed anywhere on the premises of Ampa. Even outside, smoke can get into the vents and inside the building. Please go to your personal vehicle or off premises. Please remember that you must clock out for all breaks. Ampa policy states that all breaks must be either 30 or 60 minutes. Please refer to the Employee Handbook for more detailed information.

TRASH AND RECYCLING

Each office workstation has a standard trash can for the purpose of accumulating non-recyclable and non-food trash through the course of normal business operations. A standard size grocery bag is also placed at every workstation to assist with our company paper recycling efforts. Trash cans are emptied and paper recycling is collected once a week as part of the overall weekly cleaning tasks. Before discarding anything, please be mindful of our recycling efforts and utilize the recycling containers in the back to help us reduce material waste.

TIME TRACKING

To assist with project costing and refining budget estimates, all employees are required to complete daily time tracking. Every day that you report to work, you must log your time. Record your time in your notebook or use the time tracking worksheet and turn in to your direct supervisor at the end of each work day. In an effort to standardize time tracking reporting, use the following categories when segmenting your time. Remember to segment your time to the nearest 15 minute time increment.

CLIENT JOB

Specify client and/or job # and subcategory

- Planning/Organization
- Meetings
- Fabrication
- Loading Truck
- Unloading Truck
- Design

AMPA BUSINESS

Specify subcategory

- Meetings
- Break Time
- Administrative
- Digital Inventory
- Physical Inventory
- Repairs
- Cleaning
- Scene Shop/Fabrication
- Phones
- Sales Support
- Computer Equipment
- Social Media
- Marketing /iContact
- Website
- Design/Creative
- Research
- Training

DAILY ADMINISTRATIVE TASKS

OPENING THE OFFICE

1. Turn off the alarm
   - If you are the first to arrive in the morning, turn off the alarm by entering your (four digit) unique passcode and then press “1” (OFF).
   - If the alarm sounds, re-enter your (four-digit passcode) and press “1” (OFF).
2. Turn on all lights in the general office area
3. Check server and ensure FileMaker is active and running
4. Check voice mail.
5. Check fax activity.

VOICE MAIL PROCEDURES

1. **Press line 1 on the phone to check for voice mail communications.** If you hear a beeping sound, there are unread voice mails waiting to be picked up.
2. **Retrieve voice mail by using line 1, Dial *99, then passcode 6701#.**
3. Once in the voice mail system you may listen, repeat, save, or delete messages. There are no individual employee voice mail boxes included with our phone system. Please write down all information, including name of person calling, business name, reason for call and a phone number to call back from the voice mail recordings and deliver to the appropriate person. Repeat or replay voice mails if needed to ensure that all information has been retained. Do not delete any voice mails unless all information has been documented in written format and delivered to the appropriate employee.

DAILY ADMINISTRATIVE TASKS

FAX COMMUNICATION PROCEDURES

Fax communications are set up to be delivered electronically. They will appear on the fax computer desktop in the “Faxes” folder. They can also be set up to be delivered via email. There are three types of fax communications:

1. **CLIENT Communications**

    - All client-related fax communications (i.e. contracts, credit card approval forms, COIs) should be printed and/or forwarded to the appropriate Ampa employee immediately upon receipt. Once delivered to an Ampa employee, archive client communications in the **CLIENT** FOLDER.

2. **NON-CLIENT - Ampa Administrative Communications**

    - Forward all non-client (AMPA) business communications (i.e. tax, human resources, insurance) to the office manager for review and distribution. Archive non-client communications in the AMPA folder.

3. **SPAM-JUNK**

- Move all spam and junk communications to the trash folder immediately upon receipt.

AMPA CALENDARS **Not valid at this time 11.1.22

All sales associates and Ted have appointment calendars set up in the main Ampa Events Google account. Please refer to these calendars when setting appointments and/or making arrangements for internal meetings to ensure there are no scheduling conflicts.

Google Account: **ampaevents@gmail.com** password: **Apma6701**

DAILY ADMINISTRATIVE TASKS

Always add new appointments and meetings to the calendar to ensure that meeting information is always current and up to date. When adding appointments to the calendar, enter the following information:

1. Meeting title - business name and/or purpose of meeting
2. Meeting date and time
3. Meeting location
4. Description - Identify who the meeting is with and include a cell phone number or other contact number in this field. Include any other critical details or instructions that will be needed on the day of the meeting (i.e security instructions or parking details.

CLOSING THE OFFICE

Prior to leaving the office at the end of the day:

1. Ensure that all documents, client files, and other business information is secured in your work area or returned to its original location.
2. Turn off all computer equipment. Exceptions: the server and fax computer.
3. Close all windows and make sure all interior doors are closed.
4. Lock all exterior doors - Walk all space and check loading docks, showroom, and main office entrance.
5. Adjust thermostat if necessary.
6. Make sure all water faucets are turned off in both bathrooms and in the kitchen.
7. Turn off all lights.
8. Activate the alarm by entering your (four digit) passcode and then pressing “2” (away).

TELEPHONE ANSWERING PROCEDURES

INCOMING CALLS

The telephone is our primary means of inbound customer communication. The way we answer our calls forms the caller's impression of our business. Presenting Ampa in a positive and professional way reaffirms our brand and leaves a lasting impression that extends well beyond that initial customer touchpoint.

Requirements for every call:

1. Smile before you answer the phone.
2. Answer all calls before the third ring.
3. Be friendly, enthusiastic and professional. Never use slang.
4. **<u>Never say "I don't know"</u>** - saying "I'll check on that for you" is a much more positive way to communicate and gather information when a client asks a question.

Scripting:

"Good Morning/Good Afternoon, Ampa Events, my name is __________, how may I help you?"

SCREENING CALLS

Due to a high volume of calls that are not client-related, for efficiency, it's important to obtain basic information from the incoming call prior to transferring any calls. Telephone etiquette is very important to ensure a positive impression of Ampa Events and the brand we are promoting. All calls should be handled professionally and positively when identifying callers and determining the reason for the call.

1. When someone calls and asks for someone specific, obtain the following information.
   - Identify the caller and business name
   - Determine if call is for a client job vs. non-client related Ampa business - **<u>"Please tell me the nature of the call."</u>**

2. Once this information is available, use the intercom to announce the call to the requested person.

   - If the person is not available to take the call, ensure that you obtain complete information: a phone number, an email address, and the purpose of the call.
   - Ensure that you provide an estimated timeframe to the caller for a call back and/or follow-up.

TELEPHONE ANSWERING PROCEDURES

TED SPECIFIC CALLS

There are lots of calls that come in for Ted Rubis because he is listed on many public records for owning the business.

When someone calls asking for Ted, use the following guidelines to ensure these calls are routed to the appropriate employee:

1. Identify the caller and the business they are representing
2. Determine if this is a client job or non-client related business - **<u>"Please tell me the purpose of the call."</u>**

<u>You are not blocking calls by asking the caller questions.</u> You are helping to prioritize incoming calls and ensuring they are routed to the correct person.

For Client Jobs:

1. Ask the client what the call is regarding.
2. Mission critical calls are transferred immediately.
3. Assess if questions can be handled by others.
4. Ask a sales employee if the client question can be handled by someone other than Ted.
5. If no one else can take the call and Ted is in the office, use the intercom to inform Ted of the client call and ask him if he can take the call or whether to take a message.
6. Get complete information if taking a message - ensure that you have a phone number and email address along with the reason for the call.
7. Inform caller about the estimated timeframe for follow-up.

For Non-Client Related Business:

1. Determine the nature and subject of the call
2. Most of these calls are for product/service sales inquiries. Obtain as much information as you can from the caller
   1. Name of caller and business name
   2. Product/service they are calling about
   3. Phone number and/or email address
   4. Inform caller that this inquiry is best handled by the office manager and that you will pass along the information.
   5. Always be positive and thank the person for the call.

TELEPHONE ANSWERING PROCEDURES

GENERAL INQUIRY CALLS

These are incoming calls that are potential clients and do not ask for a specific employee. Obtain basic location from the caller (caller name, business name, event location) and determine which sales agent to send the call.

Once the basic information has been obtained, the assigned sales agent needs to qualify the client lead by obtaining the following information.

Required Information:

1. Name
2. Business name
3. Contact phone number and Email
4. Event date, time, and location
5. Number of people attending (estimated size of event)
6. Budget (ask for a range)
7. Preliminary theme, goal, and/or purpose
8. Has caller worked with us before?
9. Service requested (drape, decor, lighting, design, etc…)
10. Service type
    - pickup
    - delivery
    - delivery/partial install,
    - delivery/full install
    - full-service design and execution

If the caller can tell you more about the event, obtain the following information:

1. Is this a repeat event? What has been done previously (theme, color, size)
2. What did you like and dislike about your previous events?
3. What are you looking to change this time?
4. Has budget increased/decreased since last event?
5. Have you worked with other suppliers?

<u>Important: If this is an existing client, remember to log the call into FileMaker under the existing client record. Ensure that all call details are entered into the phone call activity record.</u>

PROPOSAL WRITING

Once a client has been qualified and event information has been sufficiently gathered, the client has been engaged by sending visuals from the download folder of the website. Writing a proposal is the next step in the sales process. Use the information from qualifying the client to input into JobCharge/FileMaker.

10 STEPS TO WRITING A PROPOSAL

Client Record

1. Check FileMaker to see if the client already has a client record. Do not enter a new client record until you are sure there are no existing client records. If this is an existing client with new client contacts, do not delete the existing contacts. Update existing contact names (that no longer are valid) by selecting the strike through font. Add any new contacts (name, phone, and email) at the top of the list in the client record.

2. If this is a new client, create a new client record and enter the company name, mailing address, phone number and any client contact information that you have gathered. Please remember to select a client type and region for database indexing.

Client Job

3. Once the client record is completed, go to the client record main page. Under Client Jobs, click the + to add a new job. Follow the prompts enter the event information (event name, date, time and location of event, Load In and Load Out times, Contact person (on site for event). Include any parking/loading dock information if it is available.

   Load In time is when the room is available. Note if there is a time that the room must be clear. Ask about ceiling heights, type of elevator, and door sizes. Also ask if truck can remain in loading bay during load in & load out. Remember to ask for directions to the room.

   Attach floor plan, when available, to the left on the Event Information tab.

PROPOSAL WRITING

Grouping Items

4. Divide the proposal into groupings (lighting, design, decor). Imagine walking a client through an event. Create sections with titles that describe each area of decor. Start with the entrance and proceed through the event. Sub-group decor as needed (games, lounge furniture, bar set-up, etc…) If client prefers, you may need to group items by room or section if there are multiple rooms.

5. Build design by area. Find items and click into each section. Add inventory to the proposal under each proposal grouping. Ensure you list all add-ons - any equipment needed to install items (i.e. flag poles, hardware, light bulbs, etc…)

6. If an inventory item is flagged (shows as red. blue. or orange), you will need to follow-up with operations and ask about that inventory item to ensure it is available **AND** available in sufficient quantities for that date **BEFORE** adding to the proposal.

Labor and Delivery

7. Based on event location, calculate Labor and Delivery if applicable. For Basic Labor and Delivery, minimum charges apply.

   1. **LABOR INSTALL** - minimum charge is 4 hours - search in the inventory items for the most up to day charges to find the labor inventory items.

   2. **LABOR TAKEDOWN** - minimum charge is 4 hours search in the inventory items for the most up to day charges to find the labor inventory items.

   3. **DELIVERY** - Delivery charges are based on the event location. Confirm that drop off and pick up is on the same day. If it is on separate days and two trips are needed, there are additional charges.

   4. **Always review the specifics of the event with Ted when estimating labor and delivery charges. Ted may alter labor and delivery charges depending on the work required to set-up and take-down the job.**

PROPOSAL WRITING

Sales Tax

8. Sales tax rates will vary based on the location of the venue where the event is being held. Many of our clients are tax-exempt (i.e. schools and colleges).

TAX-EXEMPT CLIENTS

Always ask the client if they are exempt from sales tax in the locality of the venue location. If exempt, ask them to provide a copy of their sales tax exemption form. Please note that some clients may not be tax exempt in all localities. Verify the tax exemption status for the locality where the venue is located before exempting the client from sales tax.

NON-EXEMPT CLIENTS

For non-exempt clients, FileMaker defaults to Virginia (5.3%) for sales tax calculations. If the event location is not in Virginia, adjust the correct sales tax rate based on the location of the venue:

1. District of Columbia - 6.0%
2. Virginia - 5.3%
3. Maryland - 6.0%

Final Proposal Review

9. Review the event details and proposal with Ted to identify/update any missing items or services needed to service the client. **DO NOT SEND A PROPOSAL TO A CLIENT WITHOUT FINAL SIGN OFF AND APPROVAL FROM MANAGEMENT. NO EXCEPTIONS!**

10. Once approved, save proposal using FileMaker prompts.

RENTAL PICK UP PROCEDURES

Ampa offers a “Rental Pick Up” option for products that can be safely used and set up by a client. There are clients and other vendors that have installation expertise and at our discretion, we may make an exception to the rental pick up rules.

ITEMS AVAILABLE WITH A RENTAL PICK UP OPTION:

Par38 uplights
Props that require no special set-up (i.e don’t require a drill or in depth set-up)
Pipe and Drape: Banjo drape
Candelabras, glassware

ITEMS THAT WE DON”T OFFER WITH A RENTAL PICK UP OPTION:

Stage
Stage sSets
Theatrical lights
Premier or Sheer drape

<u>You must verify all rental pick up items with a manager before you tell a client an inventory item is available for rental pick-up.</u>

Once the inventory items are approved for a “Rental Pick Up”:

1. Get a signed contract with full name, address, and phone number.
2. When client comes for pickup on the pickup date, full payment is required plus a $250 deposit. We will accept a deposit check or a signed and completed credit card authorization form.
3. When the rental items are returned, our operations staff will inspect the equipment for any damage and ensure that all items and any packaging are accounted for.
4. If everything is in good condition, we will return the deposit check or credit card authorization form.
5. Sign and date the rental return documents and turn in all paperwork to the office manager for file retention purposes.

CREDIT CARD
PAYMENT PROCESSING

CLIENT CREDIT CARD PAYMENTS

Ampa Events accepts Mastercard, Visa, American Express, and Discover Card. If a client requests to pay by credit card, you will need to send the credit card authorization form to the client either by fax or email. **We don't accept credit card payments over the phone - we must have a signed authorization form in order to process a credit card payment**. Although the credit card authorization form clearly states that there is a 3% fee to process a credit card payment, please ensure that the client is aware that we charge a 3% fee to process a credit card payment.

AUTHORIZATION PROCEDURE

1. Verify that the credit card authorization form is completed correctly and has been signed by someone authorized to consent to making a credit card payment.
2. Compute the 3% fee and ensure that it is added to the total amount to be paid.
3. Our virtual terminal is rpgterminal.com - at this time only the Ampa bookkeeper is authorized to approve logins to the virtual terminal.
4. Pass along the written authorization to the bookkeeper immediately - we do not store client credit information at your desk.

ORDERING,
SHIPPING, AND RECEIVING

OFFICE AND WAREHOUSE SUPPLIES

Please remember to use our preferred online vendors, **costco.com** and **amazon.com** **f**or all office supply orders. There are standard supply lists in FileMaker to help you quickly locate the items we regularly order. If an item is no longer available at either vendor, please see the office manager for assistance and additional instructions.

Remember to complete a Purchase Order and get approval before ordering any office supplies. USE **OSE10** as the PO # for all office supply orders.

We have preferred vendors for lumber and other warehouse supplies. Consult with a manager about which vendor to use when preparing to place an order. Complete a Purchase Order for all warehouse supply orders and get approval before ordering. Use **WHSE10** as the PO # for all warehouse supplies.

PROMOTIONAL ITEMS

M&M products are Ampa's main promotional items. It is important to keep a sufficient supply of M&M's in the office to utilize in Ampa sales efforts. To order additional product, call the business-to-business M&M phone line: 866.290.6854.

Ampa logo is on file at M&M ordering facility. We purchase 10 lb. bulk packages - order more than one for discount pricing. Check for additional promotion code savings on the website www.mymms.com. Allow 5-8 business days for an order to arrive.

Confirm product specs before approving the order:

Custom Ampa colors - blue, light blue, and platinum
Custom Ampa Text - in black ink and arial font:
1. New Web Services (***UPDATE***)
2. Ampa Events

ORDERING,
SHIPPING, AND RECEIVING

Wilton brand **cone shaped candy bags** are ordered from **walmart.com**. Allow 3-5 business days for the bags to be delivered to a Walmart store for pickup. **The Walmart Item # is: 551481286 WILTON CANDY BUFFET ACCESSORIES FAVOR BAG KIT.** There are 30 cone bags per package. Ribbons are included in the Wilton bag kit. Keep at least 100 bags in inventory to ensure sales staff always has a sufficient supply of M&M's for sales events.

Bulk M&M's are packaged into individual cone bags for sales distribution. Each bag is intended to be an individual serving (45-55 M&M's per bag). Attach an Ampa business card (specific to the sales person that requested them) to each ribbon before tying the bag.

CLIENT EVENT ORDERS

ORDERING

1. Complete an Ampa **PURCHASE ORDER** form and get it approved by management. Use the Client Job ID as your PO number for all items that are ordered for each client event.
2. Place order. **Always ask for the wholesalers/resellers price. We are resellers. We are also tax-exempt on almost all purchases.** Ampa Tax Exempt ID: 54188661.
3. When using a CREDIT CARD AUTHORIZATION FORM, a copy of the Ampa PO and CC Authorization must be given to the bookkeeper for processing ASAP.
4. Once order is placed, send copy of the PO and order invoice to receiving employee Ensure that shipping information is also included on the receiving form.
5. The Receiving employee will update the inventory database or create a new inventory database record as appropriate. If a storage location is not yet assigned, it must be determined prior to delivery and added to the FIlemaker inventory record. A note should be used tin FileMaker to indicate that the equipment is on order and an estimated delivery date if known.

RECEIVING

1. Once a shipment is received, the warehouse employee accepting delivery will pull the packing slip or invoice from the shipment and compare to the RECEIVING Form.

ORDERING, SHIPPING, AND RECEIVING

2. Do NOT be rushed by the shipping driver. Please ensure that all items are received and no visible damage is present before accepting delivery. If you have questions, please seek out the inventory manager for assistance in inspecting the delivery.
3. The employee will visually inspect the shipment and document each item that is in the shipment and flag all items that are either damaged in transit or on back order.
4. If an item is damaged, either decline the delivery or if that isn't an option, identify which items were damaged when signing for the delivery and call the company immediately to file a claim for damaged product.
5. When a shipment cannot be inspected immediately, sign "Pending Inspection". More information is better when filing claims after delivery.
6. Once the shipment has been inspected and accounted for, attach the packing slip or invoice from the shipment to the RECEIVING FORM. Sign and date the RECEIVING form and forward to the Receiving Supervisor via the Shipping and Receiving Folder.
7. **DO NOT CLOSE AN ORDER until everything has been received and checked off the order form and all items have been inspected and reported for damages.**
8. Temporary holding for incoming shipments in the warehouse is **Location P.2.0.** Place shipments there during inspection. The employee receiving and inspecting the shipment should notify the Operations Manager and/or the Receiving Supervisor that the shipment is in P.2.0.
9. The Operations Manager will assign a location for the new equipment within 3 days of arrival.
10. The Receiving Supervisor will coordinate with Graphics for photos to be taken of the new inventory if needed and will upload all inventory photos and warehouse location data to the FIleMaker Inventory database within 3 days of arrival.
11. Once the items are entered into the inventory database, the Receiving Supervisor will forward the completed RECEIVING form along with all supporting documentation to the Bookkeeper for processing.

CREDIT CARD STATEMENTS AND RECEIPTS

Company issued credit cards are provided to select employees for use in their jobs. Any credit card the Company issues to an employee must be used for business purposes only in conjunction with the employee's job duties. Use of the company-issued credit cards is a privilege, which the company may withdraw at any time or in the event of serious or repeated abuse of the credit card guidelines. Please refer to the Employee Handbook for more specific information about company-issued credit card usage.

MONTHLY CREDIT CARD STATEMENT PROCEDURES

1. On the first business day of every moth, log in to your online account to access and print your monthly credit card statement.
2. Verify all credit card transactions for accuracy and match receipts with every transaction that appears on your statement.
3. If there are transactions on your statement that you did not initiate or you did not authorize someone else to to make to your account, please make an inquiry with the credit card company and alert the bookkeeper of the transactions in questions so they may be researched appropriately. Please be sure that you did not initiate the transaction before disputing the transaction. The credit card company may charge for this service if the purchase turns out to be a valid transaction on your account. You will be responsible for reimbursing Ampa for any extra fees charged to the account if the transaction is valid.
4. You are responsible for securing a receipt for every transaction even if you allow someone else to use your company credit card to make a purchase.
    - If you don't have a receipt for a purchase made to your account, you will be responsible for reimbursing the company for that purchase. Please refer to the Employee Handbook for additional details.
5. For each receipt, document the following (on the back of the receipt):
    - Transaction purchase (fuel, office supplies, wood, paint, etc…)
    - Client Job # (if directly related to a client event)
    - Employee that initiated the transaction (if food purchase, please identify all employees that were part of the transaction)
6. Staple receipts to the statement.
7. Turn in the statement with the attached receipts for all transactions to the bookkeeper before the 7th of every month for payment processing.

CLEANING THE OFFICE

The importance of a clean and tidy office cannot be overemphasized. Every employee is responsible for a clean work space in the office, in the warehouse and in all other common areas. Cleanliness and neatness are directly related to safety.

On a rotating basis, **every Friday**, a designated employee will take a turn and assume general cleaning duties and complete the office cleaning tasks. With everyone's cooperation and commitment to keeping a clean workspace during daily activities, the office cleaning tasks should take no more than two hours to complete.

WEEKLY CLEANING TASKS

Bathrooms

1. Clean sinks, toilets, mirrors, and door frames.
2. Fill paper towels as needed.
3. Empty trash and replace trash bags.
4. Sweep and mop floors.

Kitchen and Break Room

1. Wipe down inside of refrigerator.
2. Check the name and date of items in the refrigerator. Discard anything that has been in the refrigerator for more than ten days.
3. Wipe down tables and chairs.
4. Empty trash and replace trash bag.
5. Put away dishes.
6. Clean and wipe down sinks.
7. Sweep and mop tile and laminate floors.

Front Office

1. Dust furniture in entryway, walls, baseboards, tops of cubicles, and corners.
2. Dust individual workstations as needed.
2. Clean up and put away any accumulated clutter in the main office area.
3. Empty trash cans from all desk areas (bookkeeper and Ted's office too). Replace bags as needed.
4. Take recycling bags from each desk and consolidate in the warehouse recycling area. Replace bags as needed.
5. Wipe down tables and chairs.
6. Vacuum all floor areas.
7. Mop all laminate floors.

CLEANING THE OFFICE

Warehouse/Outside

1. Consolidate all trash in outdoor trash containers.
2. Package recycling to be delivered at fire house.
3. Walk around the building inside and out and gather trash/debris.
4. Roll trash containers to the curb at office closing time on Friday for Monday morning trash pickup.

On the first Friday of every month, the additional cleaning tasks will also be performed by the designated employee:

1. Check air filters and change out monthly.
2. Check and replace lightbulbs.
3. Spray for bugs every other month (warehouse and office).
4. Spray weeds in front & parking lot as needed.
5. Sweep warehouse.
6. Magnet sweeper for nails outside.

RECYCLING

Please place all recyclable items in the appropriate bins in the warehouse. **There are separate bins for cans, paper, plastic, and trash!**

SAFE DRIVING PROCEDURES

Safe and courteous driving and adherence to all laws is expected at all times. It is the driver's responsibility to operate all Ampa vehicles in a safe manner and to drive defensively to prevent injuries and property damage. Seat belt usage is required by the driver and all passengers at all times. Cell phone usage is prohibited by the driver unless it is blue tooth enabled and only when absolutely necessary. Texting is forbidden. If cell phone use is needed, a non-driving staff member should initiate any phone usage while the truck is on the road.

NEW DRIVER TRAINING PERIOD

New drivers are only allowed to drive small vehicles (vans and pick-up trucks) for the first few events/times, and only with senior personnel, who provide on-the-road training. Once the new driver is comfortable with the small vehicles and has demonstrated driving competence, driving small vehicles without senior personnel is allowed.

After successfully demonstrating safe driving practices with the small vehicles, the new driver will begin training on driving the larger vehicles (box trucks).

VEHICLE ACCIDENTS

Immediately call supervisor and fill our report in truck pack.