SIAE MICROELETTRONICA, INC

ORDER ENTRY PROCESS

2020

	SIAE MICROELETTRONICA, INC. (North America) Order Entry Process	Document Number		Version 1	Edition
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INTRODUCTION

This document details the process for receiving and shipping all orders placed on SIAE Microelettronica, Inc (North America – US & Canada). Should a conflict arise between corporate HQ processes, the process in this document shall take precedence.

SIAE Microelettronica employs personnel in our North America HQ (Dallas, TX) responsible for order fulfillment, as our North American warehouse is located on DFW Airport property in Irving, TX. The address of our warehouse is:

SIAE Microelettronica, Inc., 725 N Royal Lane, Suite 300, DFW Airport, TX 75261

All orders placed by customers in the United States and Canada are filled from this location. We may also choose at times to fill orders direct to our customers from our factory in Cologno Monzese (Milan), Italy.

ORDER ACCEPTANCE

PO received from Customer

a. Verify Part Numbers and Pricing correct per quotation/contract
b. Verify Bill-To and Ship-To Addresses correct
c. Verify Payment Terms on Purchase order match quotation/contract
d. Verify Freight Terms per agreement. Unless specifically agreed to, default terms are Ex-Works, Dallas, TX
e. Verify if Sales Tax is included. If no Reseller Certificate on file, then sales tax must be added to the order and invoice per the ship-to address zip code. Contact Accounting department if any questions on sales tax.
f. Verify any special requirements, i.e. liftgate required at ship-to address, freight forwarder to contact, etc.
g. Complete internal RQ 00028 form for Milan factory and send to corporate order entry team in Italy. Include any special requirements.
h. Create new folder in Orders folder in Sales Order Folder and place PO and RQ in this folder

ORDER CONFIRMATION

Confirm Receipt of purchase order by customer once PO steps in #1 are verified correct and complete

a. Send email to customer with "Expected Ship Date" once received from corporate order entry team in Milan

ORDER ENTRY TO CRM

SIAE Microelettronica uses CRM software to track all orders and opportunities. All orders must be inputted into the CRM tool.

a. Perform search in CRM tool to verify opportunity does not already exist
b. Create new opportunity in CRM for the new order
c. Attach copy of the new purchase order to this opportunity
d. In the "Source Type" section, identify the source of the order, i.e. Distributor, NASPO, SMU, VAR, SMU, etc.

ORDER FULFILLMENT

Order fulfillment process once the order has been documented and inputted into CRM and sent to Milan.

a. Receive Picking List and place into 2020 Orders Folder
b. Verify the Picking List matches the purchase order
c. Warehouse department to pull materials and prepare for shipping
d. Warehouse personnel to provide product serial numbers
e. Warehouse department to provide final packed weights and dimensions for the order
f. If software keys are required, generate keys using FTK Generation tool per purchase order and serial numbers
g. Receive software keys and put copy in the Sales Order folder

READYING FOR SHIPMENT

a) Create Packing List and save in the Sales Order folder
b) Organize shipment with freight carrier per purchase order/contract/routing guide (routing guide supplied by customer if contract dictates using customer shipping accounts)
c) Send email to customer with carrier, BOL/AWB/tracking number for their order. Also include software keys if ordered with the equipment.

INVOICING

All invoices are generated out of SIAE Microelettronica, Inc. Milan, Italy corporate office.

a) Send email to corporate order entry team to advise shipment is ready and include details of shipment and any freight charges if applicable.
b) Receive invoice from corporate order entry team and attach a copy to the CRM opportunity and in the Sales Order folder
c) Send a copy of the invoice and packing list to the customer AP department. No hard copy of invoices will be mailed unless specifically called for in the customer contract.

CRM FINAL UPDATE

Once the order has shipped, the CRM tool must be updated to reflect shipment of the goods.

a) Change “Stage” to “Won”
b) Add ship date
c) Add invoice number and date sent to the customer
d) Add product serial numbers
e) Add Warranty Start/End dates and activate warranty

VALIDATION

a) Verify payment received once Net terms date has passed
b) Enter sale as “Validated”
c) Update CRM with payment amount and date