

# Standard Operating Procedure

## SALES REP NON VENDOR PURCHASE/ DIRECT DELIVERY

Dole & Bailey, Inc.

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**PURPOSE :** Document the steps for sales to purchase product for a customer outside of regular circumstances, get reimbursed, and have an invoice for customer generated.

1. Sales must get management's approval to purchase product for customer from a non vendor
2. Proof of payment (receipt) must be submitted within 7 days of purchase to manager with customer name, customer number, what our original item number was, item name, what the customer should be charged, weight, and quantity
3. Sales Director will post this information to the Direct Delivery Sales chat in Teams
4. AP enters the invoice with no PO in AP using vendor number 17876 distribution will be to GL account 11888
5. AP will process an un invoiced manual check to the sales rep using vendor 17876, changing it to the individual sales rep (name, address, city, st, zip) within 30 days of receipt of proof of payment
  - a. Check process will be updated so AR can enter debit memo to get invoice in Provisions for customer
  - b. Once complete, AP will post in Direct Delivery Sales chat that the check has been processed
6. AR credit Department will enter a one step Debit Memo using bill to code Do Not Return, customer to be billed using Misc numbers
  - a. There are two misc numbers – 108510 for pound purchases, and 108520 for ea, cs, bx purchases
7. AR will notify sales that the one step billing has been generated and will share the invoice with the sales rep to get to the customer